



STIC Search Report

EIC 3600

STIC Database Tracking Number: 107164

TO: Cuong H Nguyen
Location: pk 7Y09
Art Unit : 3625
Monday, November 03, 2003

Case Serial Number: 09/504330

From: Sylvia Keys
Location: EIC 3600
PK5-Suite 804
Phone: 305-5782

sylvia.keys@uspto.gov

Search Notes

Dear Cuong,

Please read through the results.

If you have any questions, please do not hesitate to contact me.

Sylvia

(103)

EIC3600 COMMERCIAL DATABASE SEARCH REQUEST

☐ RUSH - SPE signature required: _____

Business Methods Case: 705/8,9,10

Write in 705 subclass(es) to search required files for 705 cases or cases cross referenced in 705.

Staff Use Only	
Access DB#	<u>107164</u>
Log Number	_____

Requester's Full Name: Nguyen, Cuong H. Examiner #: 74138 Date: 10/30/2003

Art Unit: 3625 Phone Number 305-4553 Serial Number: 09/504330

Bldg & Room #: 7Y09 Results Format Preferred: ☒ PAPER ☐ DISK ☐ E-MAIL ☐

If more than one search is submitted, please prioritize searches in order of need.

Provide the PALM Bib page or the following:

Title of Invention: Method & System for skills-based planning and scheduling in a workforce contact center environment

Inventors (provide full names): Paul H. Leamon

Earliest Priority Filing Date: 2/14/2000

Requested attachments:

- If possible, provide the cover sheet, the IDS, examples, or relevant citations, authors, etc, if known.
- Please attach copies of the parts of this case that help explain or are most pertinent to this search. Examples are: **abstract, background, summary, claim(s) [not all of the claims]**.

The claimed or apparent novelty of the invention is:

An automatic contact distribution center that uses a simulation program to distribute calls to different available agents in an expedited and organized manner.

This search should focus on anything relating to: available ACD (automatic call distribution) programs (or similar programs in distributing assignment to available agents)

(Also include keywords or synonyms)

10-30-03-05:25

Special Instructions or Other Comments

Please call Cuong Nguyen (305-4553) if you have any question, thank you

Send to STIC-EIC3600 (email)

(FILE 'HOME' ENTERED AT 16:07:46 ON 03 NOV 2003)

FILE 'CONFSCI' ENTERED AT 16:07:56 ON 03 NOV 2003

L1 0 S ((CUSTOMER()SERVICE OR AUTOMATIC()CALL()DISTRIBUTION OR CALL

File 348:EUROPEAN PATENTS 1978-2003/Oct W04
(c) 2003 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20031030,UT=20031023
(c) 2003 WIPO/Univentio

?ds

Set	Items	Description
S1	117	((CUSTOMER()SERVICE OR AUTOMATIC()CALL()DISTRIBUTION OR CALL OR INBOUND OR TELEPHONE?)(()CENTER? OR CENTRE?) OR ACD OR - ACDS OR TELECENTER?)(5N)(CALCULAT? OR FORECAST? OR SIMULAT? OR PROJECTION? OR PREDICT? OR FORETELL?)
S2	23303	(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN?)(5N)(LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR - WAITING? OR ROUTING?)
S3	12	S1(3N)(LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR WAITING- ?)
S4	8	S1(3N)(ASSIGN? OR ROUTE? ? OR ROUTING?)
S5	8	S1(3N)(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN? ? OR TRAINING)(3N)(REP OR REPS OR REPRESENTATIVE? OR AGENT OR AGENTS OR TEAM OR TEAMS)
S6	5	AU=(LEAMON, P? OR LEAMON P?)
S7	3	S1(S)S2
S8	3	(S7 OR S3 OR S4 OR S5)(S)(SOFTWARE OR APP OR APPLICATION? - OR PROGRAM OR PROGRAMS)
S9	0	S6(S)S1
S10	5	S6 NOT S8

8/3,K/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01321834

System and method for costumer interaction with call centers using wireless network technology

System und Verfahren zur Kundeninteraktion mit Anrufzentren mittels drahtloser Netzwerktechnik

Systeme et methode pour l'interaction d'un client avec des centres d'appels utilisant une technologie de reseaux sans fil

PATENT ASSIGNEE:

Telefonaktiebolaget L M Ericsson (publ), (3258780), Telefonplan, 12625 Stockholm, (SE), (Applicant designated States: all)

INVENTOR:

Andersson, Jason, Tenntorpsvej 14, 13833 Alta, (SE)

LEGAL REPRESENTATIVE:

Hammar, Ernst et al (23061), Albihns Stockholm AB, Box 5581, 114 85 Stockholm, (SE)

PATENT (CC, No, Kind, Date): EP 1128648 A2 010829 (Basic)

APPLICATION (CC, No, Date): EP 2001104634 010223;

PRIORITY (CC, No, Date): US 512095 000224

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/51

ABSTRACT WORD COUNT: 164

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200135	761
SPEC A	(English)	200135	1705
Total word count - document A			2466
Total word count - document B			0
Total word count - documents A + B			2466

...SPECIFICATION 101. The wireless application protocol enabled web server 102 (I) sends a request to the **call center** server 104, which **calculates** an EWT and informs the web server 102, that in turn sends the information to the wireless **application** protocol enabled device 102. The customer can continue to access the Website, browse information and/or receive continuous EWT information, or decide to wait off- **line** . When an agent becomes **available** , the call center server 104 notifies (II) the agent 301 and sets up the connection...

8/3,K/2 (Item 2 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01292307

Methods and apparatus for processing of communications in a call center based on variable rest period determinations

Auf variablen Rastperiodebestimmungen basiertes Verfahren und Gerat zum Bearbeiten von Kommunikationen in einem Anrufzentrale

Methode et appareil pour traiter des communications dans un centre d'appels base sur des determinations des periodes de repos variables

PATENT ASSIGNEE:

Avaya Technology Corp., (3148501), Suite 105, 14645 N.W. 77 Avenue, Miami Lakes, Florida 33014, (US), (Applicant designated States: all)

INVENTOR:

Flockhart, Andrew D, 1062 East 133 rd Way,, Thornton, Colorado 80241,

(US)

Foster, Robin H., 82 Standish Road, Little Silver, New Jersey 07739, (US)
Kohler, Joylee E., 1585 Claire Lane, Northglenn, Colorado 80234, (US)
Mathews, Eugene P., 21920 Rainbow Road, Barrington, Illinois 60010, (US)
Taylor, John Z., 10 Steeple Chase, Bedminster, New Jersey 07921, (US)

LEGAL REPRESENTATIVE:

Williams, David John et al (86433), Page White & Farrer, 54 Doughty
Street, London WC1N 2LS, (GB)

PATENT (CC, No, Kind, Date): EP 1109387 A2 010620 (Basic)

APPLICATION (CC, No, Date): EP 2000311208 001214;

PRIORITY (CC, No, Date): US 461904 991215

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/51; H04M-003/523

ABSTRACT WORD COUNT: 126

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200125	1046
SPEC A	(English)	200125	5805
Total word count - document A			6851
Total word count - document B			0
Total word count - documents A + B			6851

...SPECIFICATION predict future events and evaluate consequences of
individual operational decisions. Certain call centers now include
software enabling the calculation of a predictive outlook for a head
call in any queue in...

...might be handled by an agent other than the one currently available. For
example, some **call centers** use a metric known as **Predicted Wait**
Time (PWT). The PWT measure incorporates a Weighted Advance Time (WAT),
which is a predictive...

8/3,K/3 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00736439 **Image available**

A CALL-CENTER WITH AGENTS THAT ARE DISTRIBUTED OVER THE INTERNET

CENTRE D'APPELS COMPRENANT DES AGENTS REPARTIS SUR L'INTERNET

Patent Applicant/Assignee:

ECI TELECOM LTD, Hasivim Street 30, 49517 Petach Tikvah, IL, IL

(Residence), IL (Nationality)

Inventor(s):

KESSNER Moshe, Nordau Street 95, 75319 Rishon-Le-Zion, IL

KAHN Simon, Shaulson Street 28/15, 95400 Jerusalem, IL

Legal Representative:

LUZZATTO Kfir, Luzzatto & Luzzatto, P.O. Box 5352, 84152 Beer-Sheva, IL

Patent and Priority Information (Country, Number, Date):

Patent: WO 200049794 A1 20000824 (WO 0049794)

Application: WO 2000IL80 20000207 (PCT/WO IL0000080)

Priority Application: US 99251187 19990217

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7347

Fulltext Availability:
Detailed Description

Detailed Description

... remote agents, for handling. Upon establishing a call with an IP user 16, by the **predictive** dialer 14, if the **ACD** 11 **routes** the call to a remote agent 21, which is also connected via the IP network...

...network 17, to the IP network 22. Alternatively, the ACD may provide the calling party **software**, the IP address of the agent, to directly make the connection between the calling party...

10/3,K/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01565065

METHOD FOR FORCASTING AND MANAGING MULTIMEDIA CONTACTS
PROCEDE DE PREVISION ET DE GESTION DE CONTACTS MULTIMEDIA
PATENT ASSIGNEE:

IEX CORPORATION, (1500522), 2425 N. Central Expressway, Richardson, TX
75080-2736, (US), (Applicant designated States: all)

INVENTOR:

SARLAY, John, David, 211 N. Edgewood Avenue, Dallas, TX 75208, (US)
LEAMON, Paul, Harold, 6113 Wildwood Drive, McKinney, TX 75070, (US)
HERBERT, Meghan, 2220 Canton Street, 103, Dallas, TX 75201, (US)

PATENT (CC, No, Kind, Date):

WO 2003012590 030213

APPLICATION (CC, No, Date): EP 2002759226 020730; WO 2002US24237 020730

PRIORITY (CC, No, Date): US 919302 010731

DESIGNATED STATES: AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES; FI; FR; GB; GR;
IE; IT; LI; LU; MC; NL; PT

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-001/00

LANGUAGE (Publication,Procedural,Application): English; English; English

INVENTOR:

... US)

LEAMON, Paul, Harold ...

10/3,K/2 (Item 2 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01342991

METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE
CONTACT CENTER ENVIRONMENT
SYSTEM UND VERFAHREN FUR EINE AUF FAHIGKEITEN BASIERTE ARBEITS- UND
ZEITPLANUNG IN DER UMGEBUNG EINER ANRUFZENTRALE
PROCEDE ET SYSTEME DE PLANIFICATION ET D'ORDONNANCEMENT FONDES SUR LES
QUALIFICATIONS DANS UN ENVIRONNEMENT DE CENTRE DE CONTACT DES EFFECTIFS
PATENT ASSIGNEE:

IEX CORPORATION, (1500522), 2425 N. Central Expressway, Richardson, TX
75080-2736, (US), (Applicant designated States: all)

INVENTOR:

LEAMON, Paul, H., 6113 Wildwood Drive, Collin County, Mc Kinney, TX
75070, (US)

LEGAL REPRESENTATIVE:

Harrison Goddard Foote (101454), Orlando House 11c Compstall Road Marple
Bridge, Stockport SK6 5HH, (GB)

PATENT (CC, No, Kind, Date): EP 1257956 A2 021120 (Basic)

WO 2001061594 010823

APPLICATION (CC, No, Date): EP 2001920977 010214; WO 2001US40109 010214

PRIORITY (CC, No, Date): US 504330 000214

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

INVENTOR:

LEAMON, Paul, H ...

10/3,K/3 (Item 3 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01023683

SKILLS-BASED SCHEDULING FOR TELEPHONE CALL CENTERS
AUF KENNTNISSEN BERUHENDE ZUWEISUNG FUR FERNSPRECHANRUFZENTRALE
PLANIFICATION FONDEE SUR LES COMPETENCES POUR CENTRES D'APPELS
TELEPHONIQUES

PATENT ASSIGNEE:

IEX CORPORATION, (1500521), Suite 700, 2425 North Central Expressway,
Richardson, TX 75080, (US), (Applicant designated States: all)

INVENTOR:

CROCKETT, Gary, B., 1508 Anglebluff Lane, Plano, TX 75093, (US)

LEAMON, Paul, H., 511 Clover Leaf Lane, McKinney, TX 75070, (US)

LEGAL REPRESENTATIVE:

Funnell, Samantha Jane et al (79773), Hepworth Lawrence Bryer & Bizley
Merlin House Falconry Court Bakers Lane, Epping, Essex CM16 5DQ, (GB)

PATENT (CC, No, Kind, Date): EP 995300 A2 000426 (Basic)

WO 9903248 990121

APPLICATION (CC, No, Date): EP 98935600 980709; WO 98US14323 980709

PRIORITY (CC, No, Date): US 890228 970709

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: H04M-001/72

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

INVENTOR:

... US)

LEAMON, Paul, H ...

10/3,K/4 (Item 1 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00982513 **Image available**

METHOD FOR FORCASTING AND MANAGING MULTIMEDIA CONTACTS
PROCEDE DE PREVISION ET DE GESTION DE CONTACTS MULTIMEDIA

Patent Applicant/Assignee:

IEX CORPORATION, 2425 N. Central
US, US (Residence), US (Nationa

TX 75080-2736,

Inventor(s):

SARLAY John David, 211 N. Edgefie

LEAMON Paul Harold , 6113 Wildwc

HERBERT Meghan, 2220 Canton Stree

5208, US,
5070, US,
1, US

Legal Representative:

CARR Gregory W (et al) (agent), C
Suite 670, Dallas, TX 75202, US

ackson Street,

Patent and Priority Information (Co

Patent: WO 200312590-A2-A3-20030213 (WO 0312590)

Application: WO 2002US24237 20020730 (PCT/WO US0224237)

Priority Application: US 2001919302 20010731

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

dup

Fulltext Word Count: 7555

Inventor(s):

... LEAMON Paul Harold

10/3,K/5 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00828051 **Image available**

METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE
CONTACT CENTER ENVIRONMENT

PROCEDE ET SYSTEME DE PLANIFICATION ET D'ORDONNANCEMENT FONDES SUR LES
QUALIFICATIONS DANS UN ENVIRONNEMENT DE CENTRE DE CONTACT DES EFFECTIFS

Patent Applicant/Assignee:

IEX CORPORATION, 2425 N. Central Expressway, Richardson, TX 75080-2736,
US, US (Residence), US (Nationality)

Inventor(s):

LEAMON Paul H , McKinney, TX, US

Legal Representative:

CARR Gregory W (et al) (agent), Carr & Storm, L.L.P., 900 Jackson Street,
670 Founders Square, Dallas, TX 75202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200161594 A2 20010823 (WO 0161594)

Application: WO 2001US40109 20010214 (PCT/WO US0140109)

Priority Application: US 2000504330 20000214

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE

ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT

UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TD

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 14237

Inventor(s):

LEAMON Paul H ...

?

dup

No

File 256:SoftBase:Reviews,Companies&Prods. 82-2003/Sep
(c)2003 Info.Sources Inc
File 2:INSPEC 1969-2003/Oct W4
(c) 2003 Institution of Electrical Engineers
File 35:Dissertation Abs Online 1861-2003/Sep
(c) 2003 ProQuest Info&Learning
File 65:Inside Conferences 1993-2003/Oct W4
(c) 2003 BLDSC all rts. reserv.
File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Sep
(c) 2003 The HW Wilson Co.
File 233:Internet & Personal Comp. Abs. 1981-2003/Jul
(c) 2003, EBSCO Pub.
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group
File 474:New York Times Abs 1969-2003/Oct 31
(c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/Oct 31
(c) 2003 The New York Times
File 8:Ei Compendex(R) 1970-2003/Oct W4
(c) 2003 Elsevier Eng. Info. Inc.
File 94:JICST-EPlus 1985-2003/Nov W1
(c)2003 Japan Science and Tech Corp(JST)
File 6:NTIS 1964-2003/Nov W1
(c) 2003 NTIS, Intl Cpyrght All Rights Res
File 34:SciSearch(R) Cited Ref Sci 1990-2003/Oct W4
(c) 2003 Inst for Sci Info
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info
File 7:Social SciSearch(R) 1972-2003/Oct W4
(c) 2003 Inst for Sci Info
?ds

Set	Items	Description
S1	264	((CUSTOMER()SERVICE OR AUTOMATIC()CALL()DISTRIBUTION OR CALL OR INBOUND OR TELEPHONE?)(()CENTER? OR CENTRE?) OR ACD OR - ACDS OR TELECENTER?)(5N)(CALCULAT? OR FORECAST? OR SIMULAT? OR PROJECTION? OR PREDICT? OR FORETELL?)
S2	21787	(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN?)(5N)(LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR - WAITING? OR ROUTING?)
S3	5	S1(3N)(LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR WAITING-?)
S4	2	S1(3N)(ASSIGN? OR ROUTE? ? OR ROUTING?)
S5	0	S1(3N)(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN? ? OR TRAINING)(3N)(REP OR REPS OR REPRESENTATIVE? OR AGENT OR AGENTS OR TEAM OR TEAMS)
S6	3	AU=(LEAMON, P? OR LEAMON P?)
S7	8	S1 AND S2
S8	5	(S7 OR S3 OR S4) AND (SOFTWARE OR APP OR APPS OR APPLICATION? OR PROGRAM OR PROGRAMS)
S9	4	S8 NOT PY>2000

9/5/1 (Item 1 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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01071447 DOCUMENT TYPE: Product

PRODUCT NAME: SkillSense (071447)

PIPKINS Inc (606723)
1031 Executive Pkwy #110
St Louis, MO 63141 United States
TELEPHONE: (314) 469-6106

RECORD TYPE: Directory

CONTACT: Sales Department

SkillSense (TM), works with Maxima Advantage (R), PIPKINS' premier workforce management system. SkillSense (TM) streamlines **skill**-based **routing** by forecasting call volumes and handling times according to queue. Each queue is equivalent to a stream of work or skilled work **application**. SkillSense uses the convention of 'Serving Teams' to provide a grouping of agents who can possess a common skill set. In the ACD system, each agent is configured with a **skill** set that determines the **queues** from which the agent can receive calls. Serving teams mirror the function for groups of agents and assist in minimizing the labor required to set up a workforce manager. SkillSense then calculates requirements for each serving team and schedules to these serving team requirements. SkillSense can schedule staff to multiple teams during the day, with each **queue** served representing a **skill** set. **Queues** can also represent other work, such as clerical duties. Merlan (R)M, an industry recognized advanced forecasting algorithm, is the core of the SkillSense Forecasting system. It directly calculates requirements in a multiple-skilled environment to avoid repetitive analytical simulations. One forecast set of requirements for all interwoven skilled activities, regardless of the queues offering the work, is offered.

DESCRIPTORS: **Call Centers** ; Customer Service; Employee Supervision;
Forecasting ; Goal Seeking; Technical Support; Telephone Monitoring

HARDWARE: IBM PC & Compatibles
OPERATING SYSTEM: Oracle; Windows NT/2000
PROGRAM LANGUAGES: Not Available
TYPE OF PRODUCT: Micro
POTENTIAL USERS: Workforce Management, Cross Industry, Call Centers
PRICE: Available upon request

REVISION DATE: 20020228

9/5/2 (Item 2 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00116506 DOCUMENT TYPE: Review

PRODUCT NAMES: WebLine 2.0 (714739); CyberCall 3.0 (629464); PhoneFrame
Explorer TeleSuite (714607); Enterprise Interaction Center (718726);
CosmoCall (745308)

TITLE: Essential Tools for Enabling Your Call Center
AUTHOR: Fleischer, Joel
SOURCE: Call Center Magazine, v12 n2 p81(6) Feb 1999
ISSN: 1064-5543
HOMEPAGE: <http://www.callcentermagazine.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

A number of **software** products are designed to Web-enable call center operations, including WebLine's WebLine 2.0, CyberCall 3.0 from ATIO, PhoneFrame Explorer TeleSuite from Melita, Enterprise Interaction Center from Interactive Intelligence, and CosmoCall from CosmoCom. WebLine allows users to text chat and send voice over IP transmissions with only one business phone **line available** for all phone calls and data transmissions. CyberCall allows users to choose between Web callback, text chat, voice over IP, or e-mail contacting agents when visiting a company's **call center** online. PhoneFrame Explorer combines **predictive** dialing and World Wide Web callback features in order to fill out online forms. Enterprise Interaction Center can queue and route various kinds of e-communications and manage call routing, computer telephony **applications**, and IVR from within the same Web-based system. CosmoCall can route IP calls, text chats, or e-mail from Web visitors without an IP telephony gateway.

COMPANY NAME: Cisco Systems Inc (465828); ATIO Corp (621005); Melita International Inc (649996); Interactive Intelligence Inc (640671); CosmoCom Inc (661236)
SPECIAL FEATURE: Screen Layouts Charts
DESCRIPTORS: Call Centers; Computer Telephony; Customer Service; E-Mail Utilities; Electronic Customer Service; Internet Utilities; IVR (Voice Response); Telecommunications; Unified Messaging
REVISION DATE: 20030825

9/5/3 (Item 3 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00108936 DOCUMENT TYPE: Review

PRODUCT NAMES: Workforce Manager (647446); Maxima Advantage (647454); Call Center Maximizer (702714); NetForce (702722); TotalView (647438)

A
TITLE: Staffing Made Easy
AUTHOR: Bodin, Madeline
SOURCE: Call Center Magazine, v11 n4 p120(5) Apr 1998
ISSN: 1064-5543
HOMEPAGE: <http://www.callcentermagazine.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Workforce Manager from Cybernetics, Maxima Advantage from PIPKINS, Call Center Maximizer from CACI, NetForce from TCS Management Group, and TotalView from IEX are examples of workforce management **software** used by call centers. Workforce management **software** for call centers does several things. It uses historical information from the **call center** to **forecast** the volume of calls for a future time period and schedules agents to be available to take those calls. The newest **software** offers complicated **skills-based routing**. Two companies offering this kind of **software** are Cybernetics and PIPKINS. With Workforce Manager, the user can assign up to five skills per employee. The **software** works these skills into the scheduling it creates. PIPKINS uses a proprietary algorithm, Merlang-M, to create multiple queue equations for skilled scheduling with Maxima Advantage. Other **software** does simulations to predict the future or spot possible problems. Examples of these are Portage Communications' SimACD, which works with its **Call Center Designer** modeling and **forecasting** tool. CACI Products also specializes in simulation and

planning. Its **software** is called Call Center Maximizer. Several other products are useful for networked call centers.

COMPANY NAME: Cybernetics (559644); PIPKINS Inc (606723); CACI Products Co (347311); TCS Management Group Inc (531146); IEX (575615)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Call Centers; Computer Telephony; Customer Service; Employee Supervision; Scheduling; Telecommunications; Telephone Monitoring
REVISION DATE: 20011030

9/5/4 (Item 4 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
(c)2003 Info.Sources Inc. All rts. reserv.

00103865 DOCUMENT TYPE: Review

PRODUCT NAMES: VarCTI (681008); CallPath Enterprise (270105); Sixth Sense (564443); T-Server 5.0 (658103); TAPIware (681016)

TITLE: The emergence of CTI in the Call Center
AUTHOR: Fleischer, Joe
SOURCE: Call Center Magazine, v10 n6 p63(8) Jun 1997
ISSN: 1064-5543
HOMEPAGE: <http://www.callcentermagazine.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Computer-telephone integration (CTI) brings together telephones and computers. Most CTI **applications** work with routing devices such as PBXs and ACDs. Rockwell's VarCTI is a high-end CTI **application** used with Rockwell's own telephone switches. VarCTI integrates both **predictive** dialing and **ACD routing**. It provides standard features such as screen pops, ANI, and DNIS information for incoming calls, and it allows agents to transfer screen pops to one another. IBM's CallPath Enterprise is for call centers that run on multiple LANs. Calls can be routed between different locations and switches, and it supports load balancing and other sophisticated routing features. Genesys's T-Server 5.0 also lets call centers route calls between multiple locations. T-Server includes an API library, so T-Server can work with different switches. AnswerSoft's Sixth Sense uses the HLLAPI API, so the Windows **application** can be integrated with terminal-based systems. The Sixth Sense **program** can capture ANI, DNIS, and digits callers enter into an IVR system. It will also refer to a database to route calls to the most appropriate agent, and scripts can be added to trigger other **applications**. CallWare's TAPIware permits agents to dial out and receive calls directly from their PCs.

COMPANY NAME: Rockwell FirstPoint Contact (530999); IBM Corp (351245); AnswerSoft Inc (604704); Genesys Telecommunications Laboratories Inc (608122); CallWare Technologies Inc (586731)
SPECIAL FEATURE: Graphs Screen Layouts
DESCRIPTORS: Autodialers; Call Centers; Computer Telephony; IVR (Voice Response); LANs; Load Balancing; Message Switching; Network **Software** ; Telecommunications
REVISION DATE: 20020923

Y

File 16:Gale Group PROMT(R) 1990-2003/Oct 31
 (c) 2003 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2003/Nov 02
 (c)2003 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2003/Oct 30
 (c) 2003 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2003/Nov 03
 (c) 2003 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-2003/Oct 31
 (c) 2003 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2003/Oct 31
 (c) 2003 Resp. DB Svcs.
 File 15:ABI/Inform(R) 1971-2003/Nov 01
 (c) 2003 ProQuest Info&Learning
 File 20:Dialog Global Reporter 1997-2003/Nov 03
 (c) 2003 The Dialog Corp.
 File 95:TEME-Technology & Management 1989-2003/Oct W2
 (c) 2003 FIZ TECHNIK
 File 476:Financial Times Fulltext 1982-2003/Nov 03
 (c) 2003 Financial Times Ltd
 File 610:Business Wire 1999-2003/Nov 03
 (c) 2003 Business Wire.
 File 613:PR Newswire 1999-2003/Nov 03
 (c) 2003 PR Newswire Association Inc
 File 624:McGraw-Hill Publications 1985-2003/Oct 31
 (c) 2003 McGraw-Hill Co. Inc
 File 634:San Jose Mercury Jun 1985-2003/Oct 31
 (c) 2003 San Jose Mercury News
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

?ds

Set	Items	Description
S1	3818	((CUSTOMER()SERVICE OR AUTOMATIC()CALL()DISTRIBUTION OR CALL OR INBOUND OR TELEPHONE?) (CENTER? OR CENTRE?) OR ACD OR - ACDS OR TELECENTER?) (5N) (CALCULAT? OR FORECAST? OR SIMULAT? OR PROJECTION? OR PREDICT? OR FORETELL?)
S2	325004	(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN?) (5N) (LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR - WAITING? OR ROUTING?)
S3	33	S1(3N) (LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR WAITING- ?)
S4	71	S1(3N) (ASSIGN? OR ROUTE? ? OR ROUTING?)
S5	69	S1(3N) (SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN? ? OR TRAINING) (3N) (REP OR REPS OR REPRESENTATIVE? OR AGENT OR AGENTS OR TEAM OR TEAMS)
S6	2	AU=(LEAMON, P? OR LEAMON P?)
S7	78	S1(S)S2
S8	56	(S7 OR S3 OR S4 OR S5) (5N) (SOFTWARE OR APP OR APPS OR APPLICATION? OR PROGRAM OR PROGRAMS)
S9	42	S8 NOT PY>2000
S10	22	RD (unique items)

10/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06990384 Supplier Number: 59124661 (USE FORMAT 7 FOR FULLTEXT)
**IMA Releases EDGE 5.0; Award-Winning Customer Interaction Software Offers
New Features, Product Enhancements, and Integration with ChannelEDGE.**
Business Wire, p1218
Feb 2, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 842

... feature-rich functionality and flexibility the market has come to
expect from IMA products, including **skills** -based **routing** , inbound and
outbound **application** support, scripting, campaign management, lead
tracking and automated literature fulfillment. The robust integration
capabilities available...

10/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06428499 Supplier Number: 54954988 (USE FORMAT 7 FOR FULLTEXT)
**Skills-Based Routing Analyzer Helps Determine the Most Effective Scheduling
and Routing Strategies.**
Business Wire, p0295
June 22, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 458

... center agent staffing, call types, and skill priorities through a
Microsoft(R) Excel(R)-based, **skills** -based **routing** analyzer. Arena **Call
Center** Edition is **simulation** **software** used to create a simulation
model, or computerized version, of an actual or proposed call...

10/3,K/3 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06109646 Supplier Number: 53696134 (USE FORMAT 7 FOR FULLTEXT)
Siemens Makes Advanced Call Center Solutions "Plug-and-Play".
Business Wire, p0098
Feb 3, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1065

... using the forecaster/simulator, growing call centers can easily
anticipate the need for additional agents, **skills** , and **routing**
criteria/features. The **application** , therefore, can expand incrementally
with the changing needs of the call center, rather than forcing...

10/3,K/4 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05772573 Supplier Number: 50260673 (USE FORMAT 7 FOR FULLTEXT)
IMA Releases EDGE 4.0.
Business Wire, p8241069
August 24, 1998

Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 976

... of EDGE applications for various countries.

In addition to the above, EDGE 4.0 delivers **skills** -based **routing** ,
inbound and outbound **application** support, scripting, campaign management,
lead tracking and automated literature fulfillment. EDGE 4.0 include the...

10/3,K/5 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05550514 Supplier Number: 48411699 (USE FORMAT 7 FOR FULLTEXT)

National Sports Center Will Become Technology Showcase.

Business Wire, p04081383

April 8, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 526

... major events, allowing callers to queue for the next available NSCF
volunteer. Reports generated from **ACD** will help **forecast** future call
volumes. Other **software** will permit the NSCF to sort calling records for
billing to individual departments. Norstan will...

10/3,K/6 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

04890755 Supplier Number: 47193436 (USE FORMAT 7 FOR FULLTEXT)

**Davis Software Engineering implements first predictive dialing solution
using TSAPI and BCS Technologies' DSP 1000 PBX/ACD.**

Business Wire, p03100160

March 10, 1997

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 521

... DSP 1000 PBX/ACD with all the benefits of TELE-SCOPE, our
comprehensive TSAPI, CTI **software** product."

TELE-SCOPE provides outbound **predictive** dialing with full inbound
ACD , DNIS, ANI **routing** and screen pops. In addition, full contact
management with agent specific and product specific call...

10/3,K/7 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

04825468 Supplier Number: 47100147 (USE FORMAT 7 FOR FULLTEXT)

Rockwell SSD announces Call Center Simulator.

Business Wire, p02041198

Feb 4, 1997

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 662

... Center Simulator is first in providing full management capabilities
BEFORE changes are made in the **call center** ."

This breakthrough **software** uses powerful **simulator** technology
developed for the Space Shuttle and Star Wars Defense Systems by Rockwell

International's...

10/3,K/8 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

13396251 SUPPLIER NUMBER: 69978981 (USE FORMAT 7 OR 9 FOR FULL TEXT)
TMC(TM) Labs Reviews.
Call Center Solutions, 19, 5, 90
Nov, 2000
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1840 LINE COUNT: 00149

TEXT:

There are many applications available for specific aspects of a call center. These **applications** include workforce management, CRM solutions, **predictive** dialers, **ACD** functionality and monitoring tools. VOCALCOM's Hermes Pro Interactive includes components of all of these...

10/3,K/9 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11147044 SUPPLIER NUMBER: 54994934 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Pandemonium.(philosophy behind customer relationship management)
Vartabedian, Matthew
Call Center Solutions, 17, 11, 48(3)
May, 1999
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1635 LINE COUNT: 00133

... ACDs, open telephony servers, private branch exchanges (PBXs), PC-PBXs, headsets, "Internet" headsets, CTI headsets, **skills** -based **routing** , intelligent call **routing** , help desk **software** , workforce management **software** , call recording and accounting packages....
Recently, I was alarmed to learn (from attending numerous trade...

10/3,K/10 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11147041 SUPPLIER NUMBER: 54994931 (USE FORMAT 7 OR 9 FOR FULL TEXT)
With more and more technology, let's not forget human resources.(personnel management in the call center industry)(Column)
Tehrani, Nadji
Call Center Solutions, 17, 11, 4(4)
May, 1999
DOCUMENT TYPE: Column ISSN: 1521-0774 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 3000 LINE COUNT: 00237

... centers - a fact that would make any business manager smile. The leading CTI call center **applications** include inbound call **routing** (sometimes referred to as "**skills** -based **routing** ") which uses network services such as ANI (automatic number identification) or DNIS (dialed number identification...

...CTI links between phone switches and database resources can make the most of such sophisticated **ACD** functions as intelligent and **predictive** dialing.

Another key **application** is real-time, coordinated routing of voice calls and terminal data screens (a.k.a...

10/3,K/11 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915268 SUPPLIER NUMBER: 54260268 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens' Procenter. (call center software) (Software Review) (Evaluation)
Call Center Solutions, 17, 9, 132(1)
March, 1999
DOCUMENT TYPE: Evaluation ISSN: 1521-0774 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 783 LINE COUNT: 00068

7 ... users. Agent desktops with screen pops and soft phones, and other additional features are also **available** .

Using the **forecaster / simulator** allows growing **call centers** to anticipate the need for additional **agents , skills and routing** criteria/features. The **application** is able to expand incrementally with the changing needs of the call center, obviating the...

10/3,K/12 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915262 SUPPLIER NUMBER: 54260262 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Workforce management with skills-based call routing: the new challenge.
Leamon, Paul H.
Call Center Solutions, 17, 9, 88(5)
March, 1999
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1795 LINE COUNT: 00149

... Therefore, the preferred solution embeds a simulator into the scheduling program. This allows the scheduling **program** to automatically generate schedules, **simulate** network and **ACD call routing** , analyze the results, determine changes to schedules and adjust schedules to determine the best answer...

10/3,K/13 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10575528 SUPPLIER NUMBER: 21238734 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tying it all together. (part 2) (products which allow the combination of various databases)
Tehrani, Rich
Telemarketing & Call Center Solutions, v17, n4, p14(4)
Oct, 1998
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2760 LINE COUNT: 00239

... volumes, sophisticated integration requirements and the need for customizable yet easy-to-use end user **applications** . EDGE provides **skills** -based **routing** , inbound and outbound **application** support, scripting, campaign management, lead tracking and automated literature fulfillment. The robust integration capabilities available...

10/3,K/14 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07618285 SUPPLIER NUMBER: 16374731 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Alphabetical listings. (telemarketing equipment manufacturers, value-added resellers, telemarketing service providers) (Buyers Guide)
Telemarketing, v13, n6, p10(78)
Dec, 1994
DOCUMENT TYPE: Buyers Guide ISSN: 0730-6156 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 32480 LINE COUNT: 02687

... 851-1331 Fax: 404-851-1421 Products/Services: 9,12,40,42,60
Complete ATOMS line of call center management hardware and software
, Full predictive dialing and I/O blended agent capability.
State-of-the-art UNIX and database technology...

10/3,K/15 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02287882 SUPPLIER NUMBER: 54396616 (USE FORMAT 7 OR 9 FOR FULL TEXT)
TELECONNECT 99 CT EXPO Best of Show. (includes related article on Forum Communications International's product acquisition from Coherent Communications) (Industry Trend or Event)
Teleconnect, 17, 4, 28(1)
April, 1999
ISSN: 0740-9354 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 5282 LINE COUNT: 00410

... Inc. (Redmond, WA -- 425-881-7544, www.mosaix.com) has developed Talent, a client server application useful for screening and training potential call center agents, by simulating the voice and data aspects of customer calls, without risking actual sales in the process...

10/3,K/16 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02082161 SUPPLIER NUMBER: 19520473 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tools and test equipment roundup. (telecom equipment) (Buyers Guide)
Teleconnect, v15, n6, p89(7)
June, 1997
DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2691 LINE COUNT: 00216

... 1, E-1 and analog call traffic. Starts at \$10,695.
Ameritec's NCS provides simulated CO lines for testing call center applications and equipment. The NCS includes ringing, tone generation and detection, and simulates remote subscribers for...

10/3,K/17 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01513738 SUPPLIER NUMBER: 12137916 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Predictable productivity: predictive dialers increase talk time from 25 minutes to an hour to 55 minutes an hour! (includes related articles on Communicator Asystance Systems' CAS CASTEL Base and AS/Dialer software, Executone's InfoStar dialer, predictive dialer purchasing tips, DRW's Lynx call processor, Digital Systems' Voicelink dialer, Electronic Information Systems' call processing systems and other products)
Herman, Barbara
Teleconnect, v10, n5, p111(9)

May, 1992

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3091

LINE COUNT: 00254

... S CONTACT GATEWAY II

Rockwell's (Downer's Grove, IL) Contact Gateway II is a **software** system that interfaces with an **ACD** and host computer to do **predictive** dialing, multiple **ACD** /multiple host **routing**, agent scripting, call transfer, call management, and sending/receiving data and commands to/from the...

10/3,K/18 (Item 4 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01513727 SUPPLIER NUMBER: 12137902 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Customized telecom solutions. (includes related article on Northern

Telecom's Norstar telephone systems and a telecommunications trivia test)

(To the Industry)

Newton, Harry

Teleconnect, v10, n5, p12(3)

May, 1992

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1780

LINE COUNT: 00134

... at \$300,000.

Amtelco says their "projected applications could include specialized PBXS, key system replacements, **predictive** dialers, **ACDs**, enhanced call **routing** or any **application** where convenient, compact, PC-based telephony switching and service is needed."

Advanced says their markets...

10/3,K/19 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

02093569 63975510

Hermes Pro Interactive Suite: VOCALCOM

Anonymous

Call Center Crm Solutions v19n5 PP: 90-94 Nov 2000

ISSN: 1529-1782 JRNL CODE: TLM

WORD COUNT: 1796

...TEXT: call center)

There are many applications available for specific aspects of a call center. These **applications** include workforce management, CRM solutions, **predictive** dialers, **ACD** functionality and monitoring tools. VOCALCOM's Hermes Pro Interactive includes components of all of these...

10/3,K/20 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

01819003 04-69994

Performance-Measurement & small to mid-sized call center solutions

Anonymous

Call Center Solutions v17n9 PP: 22, 132 Mar 1999

ISSN: 1521-0774 JRNL CODE: TLM

WORD COUNT: 1155

...TEXT: users. Agent desktops with screen pops and soft phones, and other

additional features are also available .

Using the **forecaster / simulator** allows growing **call centers** to anticipate the need for additional **agents , skills and routing criteria/features**. The **application** is able to expand incrementally with the changing needs of the call center, obviating the...

10/3,K/21 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01469667 01-20655

Solving customer care and marketing problems with call center technology
St Ledger, Bob
Telecommunications (Americas Edition) v3ln7 PP: 47-48 Jul 1997
ISSN: 0278-4831 JRNL CODE: TEC
WORD COUNT: 2024

...ABSTRACT: routing, 2. voice/data/context transfer, 3. case-based reasoning, 4. call blending, 5. monitoring **software** , 6. sales scripts, and 7. **predictive** dialing. Many **call center** features reduce budgets by increasing customer loyalty and sales, while decreasing staff headcount and staff...

10/3,K/22 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

04647505 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Comworth think small

SECTION TITLE: ADVERTISING

2

INFOTECH WEEKLY, p22

March 01, 1999

JOURNAL CODE: WIWY LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 453

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of up to 16 agents can be automatically recorded at specific intervals for monitoring and **training** purposes.

An **ACD application** allows users to **forecast** future **agent** activity, and schedule and roster **agent** workloads.

The system has captured a hefty slice of the British call centre market, where...

6/3,K/1 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915262 SUPPLIER NUMBER: 54260262 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Workforce management with skills-based call routing: the new challenge.

Leamon, Paul H.
Call Center Solutions, 17, 9, 88(5)
March, 1999

ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1795 LINE COUNT: 00149

Leamon, Paul H.

6/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01819011 04-70002
Workforce management with skills-based call routing: The new challenge

Leamon, Paul H
Call Center Solutions v17n9 PP: 88-93 Mar 1999
ISSN: 1521-0774 JRNL CODE: TLM
WORD COUNT: 1680

Leamon, Paul H.
?

File 47:Gale Group Magazine DB(TM) 1959-2003/Oct 31
 (c) 2003 The Gale group
 File 122:Harvard Business Review 1971-2003/Oct
 (c) 2003 Harvard Business Review
 File 148:Gale Group Trade & Industry DB 1976-2003/Nov 02
 (c)2003 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2003/Oct 30
 (c) 2003 The Gale Group
 File 444:New England Journal of Med. 1985-2003/Nov W1
 (c) 2003 Mass. Med. Soc.
 File 482:Newsweek 2000-2003/Oct 29
 (c) 2003 Newsweek, Inc.
 File 609:Bridge World Markets 2000-2001/Oct 01
 (c) 2001 Bridge
 File 610:Business Wire 1999-2003/Nov 03
 (c) 2003 Business Wire.
 File 619:Asia Intelligence Wire 1995-2003/Nov 02
 (c) 2003 Fin. Times Ltd
 File 622:EIU Magazines 2000-2003/Nov 03
 (c) 2003 EIU Magazines
 File 624:McGraw-Hill Publications 1985-2003/Oct 31
 (c) 2003 McGraw-Hill Co. Inc
 File 635:Business Dateline(R) 1985-2003/Nov 01
 (c) 2003 ProQuest Info&Learning
 File 646:Consumer Reports 1982-2003/Oct
 (c) 2003 Consumer Union
 File 647:CMP Computer Fulltext 1988-2003/Sep W3
 (c) 2003 CMP Media, LLC
 File 674:Computer News Fulltext 1989-2003/Oct W4
 (c) 2003 IDG Communications
 File 696:DIALOG Telecom. Newsletters 1995-2003/Nov 01
 (c) 2003 The Dialog Corp.
 File 748:Asia/Pac Bus. Jrnls 1994-2003/Oct 31
 (c) 2003 The Dialog Corporation
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire

?ds

Set	Items	Description
S1	1458	((CUSTOMER()SERVICE OR AUTOMATIC()CALL()DISTRIBUTION OR CALL OR INBOUND OR TELEPHONE?)(() (CENTER? OR CENTRE?) OR ACD OR - ACDS OR TELECENTER?)(5N)(CALCULAT? OR FORECAST? OR SIMULAT? OR PROJECTION? OR PREDICT? OR FORETELL?)
S2	138379	(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN?)(5N)(LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR - WAITING? OR ROUTING?)
S3	15	S1(3N)(LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR WAITING-?)
S4	28	S1(3N)(ASSIGN? OR ROUTE? ? OR ROUTING?)
S5	23	S1(3N)(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN? ? OR TRAINING)(3N)(REP!OR REPS OR REPRESENTATIVE? OR AGENT OR AGENTS OR TEAM OR TEAMS)
S6	1	AU=(LEAMON, P? OR LEAMON P?)
S7	33	S1(S)S2
S8	26	S7 NOT PY>2000
S9	23	RD (unique items)
S10	64	S3 OR S4 OR S5
S11	53	S10 NOT S9
S12	48	S11 NOT PY>2000
S13	34	RD (unique items)
S14	251	S1(5N)(SOFTWARE OR APP OR APPLICATION? OR PROGRAM OR PROGRAMS)
S15	38	(S7 OR S3 OR S4 OR S5)(S)(SOFTWARE OR APP OR APPLICATION? - OR PROGRAM OR PROGRAMS)
S16	12	S15 NOT (S9 OR S13)

S17 5 S16 NOT PY>2000
S18 4 RD (unique items)

6/3,K/1 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915262 SUPPLIER NUMBER: 54260262 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Workforce management with skills-based call routing: the new challenge.

Leamon, Paul H.

Call Center Solutions, 17, 9, 88(5)

March, 1999

ISSN: 1521-0774

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1795

LINE COUNT: 00149

Leamon, Paul H.

dup

9/3,K/1 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

13396251 SUPPLIER NUMBER: 69978981 (USE FORMAT 7 OR 9 FOR FULL TEXT)

TMC(TM) Labs Reviews.

Call Center Solutions, 19, 5, 90

Nov, 2000

ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1840 LINE COUNT: 00149

TEXT:

...available for specific aspects of a call center. These applications include workforce management, CRM solutions, **predictive** dialers, **ACD** functionality and monitoring tools. VOCALCOM's Hermes Pro Interactive includes components of all of these...

...functional PC-PBX, an application generator (app-gen), co-browsing, VoIP, Web callthrough, interactive chat, **skills** -based **routing** and other, high-level functionality.

9/3,K/2 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12517446 SUPPLIER NUMBER: 63912203 (USE FORMAT 7 OR 9 FOR FULL TEXT)

(TMC.sup.TM) Labs Reviews. (D(acute(e))cisif, Inc.'s Focus CT Suite)

Call Center Solutions, 19, 1, 86

July, 2000

ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2159 LINE COUNT: 00173

TEXT:

...re in the call center market, you already know this list must include a PBX, **ACD**, **predictive** dialer, IVR, auto-attendant and a contact or CRM database. You could buy separate products...

...products which integrates with your existing PBX to provide everything a call center needs, including **skills** -based **routing**, help desk automation, desktop call control, customer relationship management, campaigns, agent and queue reporting, customizable...

... of this review, but we will cover the major ones. One very important feature is **skills** -based **routing**. An agent can be assigned to various skills with a "weighted" value or score assigned to each skill to allow the ACD to assign the call to the most appropriate **available** agent. Another **routing** method supported by this product is the round robin method, which is based on agent...

...status monitoring of agents, groups and events for effective management of the company's informal **call center**.

The Focus **Predictive** Dialer module is designed for sophisticated outbound campaigns. The dialer can detect busy, no answer, voice mail, fax/modem or human response and instantly connect the **line** with an **available** agent. This module features simultaneous campaign processing, real-time control, agent/application grouping, answering machine...

9/3,K/3 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12373521 SUPPLIER NUMBER: 63132421 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A Quartet Of New Products And Services.

Call Center Solutions, 18, 12, 22

June, 2000

ISSN: 1521-0774

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 433

LINE COUNT: 00038

... means in terms of the scenario's purpose.

SIMUL8 Corporation has taken the power of **simulation** and applied it to **call center** planning and management (among other uses) in SIMUL8 2000 Version 6. The application is designed...

...managing a call center from hour to hour or week to week. Variables (such as **available** staff, number of phone **lines** or hours of operation) can be changed, and how those changes affect the call center...

...SIMUL8 2000's reporting features. The application uses Call Center Wizards to help users build **call center simulations**. Alternatively, users may drag and drop "smart simulation objects" onto the screen. Users can define...

9/3,K/4 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

11715992 SUPPLIER NUMBER: 59124661 (USE FORMAT 7 OR 9 FOR FULL TEXT)

IMA Releases EDGE 5.0; Award-Winning Customer Interaction Software Offers New Features, Product Enhancements, and Integration with ChannelEDGE.

Business Wire, 1218

Feb 2, 2000

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 886

LINE COUNT: 00079

... feature-rich functionality and flexibility the market has come to expect from IMA products, including **skills**-based **routing**, inbound and outbound application support, scripting, campaign management, lead tracking and automated literature fulfillment. The...

...0 include the industry's widest support of multiple desktop links, relational databases, PBXs and **ACDs**, **IVRs**, **predictive** dialers, CTI middleware and legacy system gateways.

New and existing EDGE customers can learn more...

9/3,K/5 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

11180061 SUPPLIER NUMBER: 55138728 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Blue Pumpkin Software and Siemens to Co-Develop Industry's First Integrated Skills-Based Routing and Scheduling Solutions for Call Centers.

Business Wire, 0157

July 13, 1999

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1217

LINE COUNT: 00109

... very precise match between customer and agent. Among other components, the ResumeRouting suite offers off- **line**, **skills**-based traffic simulation. Using historical call activity the ResumeRouting Simulator, determines whether or not there...

...service-level and other measurements in the call center before activating the configuration in the **call center**. The **simulator** can also be used to analyze marketing programs to determine return on investment and to...

9/3,K/6 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11147044 SUPPLIER NUMBER: 54994934 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Pandemonium. (philosophy behind customer relationship management)

Vartabedian, Matthew

Call Center Solutions, 17, 11, 48(3)

May, 1999

ISSN: 1521-0774 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1635 LINE COUNT: 00133

... telephony, e-commerce transaction servers, computer-telephony integration (CTI), middleware; industrial computers, automatic call distributors (ACDs), **predictive** dialers, blended dialers, voice/data switches, Internet ACDs, open telephony servers, private branch exchanges (PBXs), PC-PBXs, headsets, "Internet" headsets, CTI headsets, **skills** -based **routing** , intelligent call **routing** , help desk software, workforce management software, call recording and accounting packages....

Recently, I was alarmed...

9/3,K/7 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11147041 SUPPLIER NUMBER: 54994931 (USE FORMAT 7 OR 9 FOR FULL TEXT)

With more and more technology, let's not forget human resources. (personnel management in the call center industry) (Column)

Tehrani, Nadji

Call Center Solutions, 17, 11, 4(4)

May, 1999

DOCUMENT TYPE: Column

ISSN: 1521-0774

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 3000 LINE COUNT: 00237

... would make any business manager smile. The leading CTI call center applications include inbound call **routing** (sometimes referred to as " **skills** -based **routing** ") which uses network services such as ANI (automatic number identification) or DNIS (dialed number identification...

...CTI links between phone switches and database resources can make the most of such sophisticated **ACD** functions as intelligent and **predictive** dialing.

Another key application is real-time, coordinated routing of voice calls and terminal data...

9/3,K/8 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11134923 SUPPLIER NUMBER: 54954988 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Skills-Based Routing Analyzer Helps Determine the Most Effective Scheduling and Routing Strategies.

Business Wire, 0295

June 22, 1999

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 480 LINE COUNT: 00046

... new feature to its Arena(R) Call Center Edition (formerly CallSim(R)). The new **Skills** -Based **Routing** Analyzer gives call center analysts and consultants the ability to better define, manage, and experiment...

...center agent staffing, call types, and skill priorities through a Microsoft(R) Excel(R)-based, **skills -based routing** analyzer. Arena **Call Center** Edition is **simulation** software used to create a simulation model, or computerized version, of an actual or proposed call center system.

"More and more call centers are investigating the effectiveness of **skills -based routing** technology in their call management process," says Vivek Bapat, Product Marketing Manager for Arena Simulation Products. He adds, "Improper implementation of **skills -based routing** can often have disastrous implications on customer service, can cause expensive mistakes, and result in lost customers. Arena **Call Center** Edition's discrete event **simulation** technology enables key decision-makers to choose the most effective **skills -based routing** strategy by experimenting with and running proposed implementations in a simulation model, instead of during ...

9/3,K/9 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915268 SUPPLIER NUMBER: 54260268 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens' Procenter. (call center software) (Software Review) (Evaluation)
Call Center Solutions, 17, 9, 132(1)
March, 1999
DOCUMENT TYPE: Evaluation ISSN: 1521-0774 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 783 LINE COUNT: 00068

... with screen pops and soft phones, and other additional features are also available.

Using the **forecaster / simulator** allows growing **call centers** to anticipate the need for additional agents, **skills** and **routing** criteria/features. The application is able to expand incrementally with the changing needs of the...

9/3,K/10 (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915262 SUPPLIER NUMBER: 54260262 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Workforce management with skills-based call routing: the new challenge.
Leamon, Paul H.
Call Center Solutions, 17, 9, 88(5)
March, 1999
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1795 LINE COUNT: 00149

... analyzed. Recommendations will then be made for accommodating the complexities of skills-based call routing.

Forecasting Using Erlang C

In a **call center** that is not using **skills -based call routing**, Erlang C can be used to calculate the number of agents needed from call volumes...

9/3,K/11 (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10786731 SUPPLIER NUMBER: 53696134 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens Makes Advanced Call Center Solutions "Plug-and-Play".
Business Wire, 0098
Feb 3, 1999

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1139 LINE COUNT: 00100

... to add additional capabilities, with the ResumeRouting Express server continuing to be utilized as the **call center** grows. By using the **forecaster / simulator**, growing **call centers** can easily anticipate the need for additional agents, **skills**, and **routing** criteria/features. The application, therefore, can expand incrementally with the changing needs of the call...

9/3,K/12 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10575528 SUPPLIER NUMBER: 21238734 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tying it all together. (part 2) (products which allow the combination of various databases)

Tehrani, Rich
Telemarketing & Call Center Solutions, v17, n4, p14(4)
Oct, 1998
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2760 LINE COUNT: 00239

... requirements and the need for customizable yet easy-to-use end user applications. EDGE provides **skills**-based **routing**, inbound and outbound application support, scripting, campaign management, lead tracking and automated literature fulfillment. The...

...EDGE include the industry's widest support of multiple desktop links, relational databases, PBXs and **ACDs**, IVRs, **predictive** dialers, CTI middleware and legacy system gateways.

Because of EDGE's fully-open, extensible architecture...

9/3,K/13 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10416141 SUPPLIER NUMBER: 21049767 (USE FORMAT 7 OR 9 FOR FULL TEXT)
IMA Releases EDGE 4.0.
Business Wire, p8241069
August 24, 1998
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1035 LINE COUNT: 00097

... of EDGE applications for various countries.

In addition to the above, EDGE 4.0 delivers **skills**-based **routing**, inbound and outbound application support, scripting, campaign management, lead tracking and automated literature fulfillment. EDGE...

...0 include the industry's widest support of multiple desktop links, relational databases, PBXs and **ACDs**, IVRs, **predictive** dialers, CTI middleware and legacy system gateways.

Leading Teleservices Provider Improves Competitiveness with EDGE 4...

9/3,K/14 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09977245 SUPPLIER NUMBER: 20158008 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Simulation: the best way to design your call center.
Mehrotra, Vijay; Profozich, David; Bapat, Vivek

Telemarketing & Call Center Solutions, v16, n5, p28(4)

Nov, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2665 LINE COUNT: 00220

... will perform. According to Keith Dawson, a leading authority on the design and management of **call centers**, "**Simulation**" is the only known way of making any sort of projection in a center that uses **skills**-based **routing** (or any other nonrandom call-routing scheme). If you are contemplating large-scale changes in...

9/3,K/15 (Item 15 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

09840164 SUPPLIER NUMBER: 19767058 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Choosing the right company. (teleservices agencies)

Sims, Rich

Telemarketing & Call Center Solutions, v15, n12, p18(4)

June, 1997

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1369 LINE COUNT: 00120

... assess the service provided and personnel's dedication.

- Rich Sims, president and founder, The Product **Line**

Inbound

* **ACD**

* **Skills-Based Routing**

* **IVR**

Outbound

* **Predictive Dialer**

* **List Management**

Common Features:

* **CTI**

* **Internet Integration**

* **Workforce Management Software**

* **Scripting Software And Tools...**

9/3,K/16 (Item 16 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

08435315 SUPPLIER NUMBER: 17919457 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**SCOPUS LEADS 'FOURTH WAVE' IN CUSTOMER INFORMATION MANAGEMENT MARKET WITH
NEW SOFTWARE TARGETED AT SYSTEMS MANUFACTURERS**

PR Newswire, p205SFM003

Feb 5, 1996

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1218 LINE COUNT: 00135

... customer information

* Call center integration - powerful computer telephony features such as screen pops, call transfer, **skills**-based **routing**, and **predictive** dialing improve **call center** productivity and customer satisfaction.

Scopus Enterprise for Systems meets the vast majority of most system

...

9/3,K/17 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

02252224 SUPPLIER NUMBER: 53389801 (USE FÓRMAT 7 OR 9 FOR FULL TEXT)

How To Read A Testdrive. (Teleconnect testing policies) (Editorial)

Jainschigg, John

Teleconnect, 16, 12, 6(1)

Dec, 1998

DOCUMENT TYPE: Editorial

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1561 LINE COUNT: 00122

... that if the phones give us a neck-ache, nobody is going to care about **skills**-based **routing simulation** modes on the optional **ACD**. We know if we can't decipher the manual, or the user interface requires knowledge...

9/3,K/18 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

02070501 SUPPLIER NUMBER: 19318711 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Building a call center? (Automatic Call Distributor products) (includes 16 related articles about call center products) (Buyers Guide)

Jainschigg, John

Teleconnect, v15, n4, p80(9)

April, 1997

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4444 LINE COUNT: 00358

... makers of the market-leading Spectrum Integrated Call Center System, has just announced their new **Call Center Simulator**. The system permits modeling and simulation of all center performance under conventional **routing** schemes, as well as **skills**-based **routing**: a technology that Rockwell pioneered. The system lets you dynamically model skill-based call-flow...

9/3,K/19 (Item 3 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01925963 SUPPLIER NUMBER: 18166534 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Everybody needs a call center! (includes product descriptions) (ACDs & Call Sequencers) (Buyers Guide)

Jainschigg, John

Teleconnect, v14, n4, p105(9)

April, 1996

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3743 LINE COUNT: 00296

... records, and other adjuncts; as well as tools for call-control (hold, transfer, etc.)

3. **Skills**-based **routing**. Products like Siemens Rolm's ResumeRouting employ an IVR front end, a database of agent skills, and a complex, **simulative** model of the **call center** letting callers identify their needs and reach agents specially prepared to help them. One problem: it's harder for managers to correlate the additional variables involved in a **skills**-based **routing** operation; so **call center** performance may be harder to **predict** accurately. Workforce management tools are evolving swiftly to address these issues, however.

4. IVR, fax...

9/3,K/20 (Item 1 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2003 Business Wire. All rts. reserv.

00098363 19990901244B1105 (USE FORMAT 7 FOR FULLTEXT)

AirTouch Implements IEX SKILL SCHEDULING in TOTALVIEW Version 2.0

Business Wire

Wednesday, September 1, 1999 08:20 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 720

...SCHEDULING offers an innovative graphical user interface, powerful rules-based routing language and an embedded **simulator** for network and **ACD skills**-based **routing** within its proven client/server architecture and Year 2000 compliant software. AirTouch utilizes SKILL SCHEDULING in conjunction with **skills**-based **routing** to schedule its 5,000 specialty-skilled agents, who answer more than three million key...

...SCHEDULING can provide an accurate solution to the scheduling difficulties associated with the introduction of **skills**-based **routing**," said Debbie May, IEX vice president, Call Center Products. "Typically, call center managers have been...

...on iterative manual calculations, stand-alone programs or mathematical forecasting tools that do not accurately **simulate** network and **ACD skills**-based **routing**

TOTALVIEW **SKILL** SCHEDULING incorporates an analytical simulator engine that schedules multi-skilled agents effectively to respond to...

9/3,K/21 (Item 2 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2003 Business Wire. All rts. reserv.

00096248 19990827239B0120 (USE FORMAT 7 FOR FULLTEXT)

ICCM '99 Exhibitor Profiles A to Z; Conference and Exposition to be held Aug. 30 to Sept. 2 in Chicago; Part 1 of 4

Business Wire

Friday, August 27, 1999 13:05 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 2,977

...com

BARD Technologies is the creator of callLAB, the industry's first complete PC-based **call center simulation** tool. callLAB's call-by-call simulation technique permits accurate and simultaneous evaluation of the interaction of such issues as: staffing, trunking, traffic, **skills**-based **routing**, call blending, network **routing**, ACD routing, and IVR/VRU operation. Call center managers can take the guess work out...

9/3,K/22 (Item 1 from file: 696)

DIALOG(R)File 696:DIALOG Telecom. Newsletters

(c) 2003 The Dialog Corp. All rts. reserv.

00659234

Products Previewed at CT Expo in L.A. March 1-4

CTI NEWS

March 9, 1999 VOL: 3 ISSUE: 5 DOCUMENT TYPE: NEWSLETTER

PUBLISHER: PHILLIPS BUSINESS INFORMATION

LANGUAGE: ENGLISH

WORD COUNT: 791

RECORD TYPE: FULLTEXT

TEXT:

...a comprehensive
workforce management solution for scenarios including multiple site,
multiple skill, and multiple media **call center** environments. Managers
can accurately **forecast** demands, create schedules and analyze
performance to optimize quality of service, as well as track...250 per
Internet Phone Call Waiting enabled port.

Contact: Jo Lee

Phone: 201/768-9400

Available : April

VocalTec Internet Phone Call **Waiting** is enabled through the
VocalTec Internet Phone Lite end user software program. The product
allows...

9/3,K/23 (Item 1 from file: 810)

DIALOG(R)File 810:Business Wire

(c) 1999 Business Wire . All rts. reserv.

0668703 BW1198

ROCKWELL SSD: Rockwell SSD announces Call Center Simulator

February 04, 1997

Byline: Business Editors, Computers/Electronics Writers

...Ill.--(BUSINESS WIRE)--Feb. 4, 1997--

The First Complete Solution For Managing Skills-Based Routing;

Call center managers can quickly **simulate** complex **skills** -based,
intelligent **routing** scenarios before affecting on-line operations

Rockwell SSD today announced a significant call center management...

13/3,K/1 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12686996 SUPPLIER NUMBER: 66138095 (USE FORMAT 7 OR 9 FOR FULL TEXT)
MagnaWorks Announces Availability of Navex Automotive Telematics Navigation System.

Business Wire, 2898

Oct 16, 2000

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 457 LINE COUNT: 00044

... From the call center, the drivers' current locations are confirmed via GPS satellite positioning. After **calculating** the optimal **routes**, the **call center** transmits the **routes** back to the vehicles. The system then uses both verbal and visual prompts to provide...

13/3,K/2 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11712533 SUPPLIER NUMBER: 59118736 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens Adds E-Service and Multi-Media Options to CRM Solution. (Siemens Information and Communication Networks Xpressions 470 unified messaging system) (Product Announcement)

Cambridge Telecom Report, NA

Jan 31, 2000

DOCUMENT TYPE: Product Announcement LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1356 LINE COUNT: 00120

... Microsoft NetMeeting software and Siemens' ProCenter MX Email application to provide e-service and multimedia **call center** support -- messaging, **routing**, reporting, **forecasting**, and agent scheduling -- as well real-time chat options to support customers in an e...

13/3,K/3 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11356920 SUPPLIER NUMBER: 55804582 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Do you need a multimedia call center?(In Focus)

Goldstein, Hugh

Call Center Solutions, 18, 2, 50(4)

August, 1999

ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2084 LINE COUNT: 00172

... representative ringing back later via PSTN. Sophisticated versions of this type can even integrate the **ACD** and **predictive dialer queue**, so that the numbers are auto-dialed and delivered to the call center agent through...

13/3,K/4 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11307669 SUPPLIER NUMBER: 55619046 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens Unveils Unique Turnkey Approach to Customer Relationship Management.

Business Wire, 0403

August 31, 1999

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 995 LINE COUNT: 00097

... qualified agents and the effects of match quality on business outcome. Further, ResumeRouting provides a **simulator** that enables managers to evaluate **call center** activity based on historical information, **forecast** which **agent skills** are required,
and schedule **agents** with the appropriate **skills** ;
-- Helps Companies Build an Infrastructure to Keep their Competitive Edge -- ResumeRouting provides an open-standards...

13/3,K/5 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11307668 SUPPLIER NUMBER: 55619045 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens' ResumeRouting CRM Suite Goes Multi-site.
Business Wire, 0402
August 31, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 862 LINE COUNT: 00076

... releases, ResumeRouting also offers ResumeRouting Simulator the only integrated skills-based simulation and forecasting tool **available** on the market, which allows **call center** managers to **simulate call center** activity based on historical information, **forecast** which **agent skills** are required. In addition ResumeRouting Simulator, together with Blue Pumpkin's PrimeTimeTM Scheduler, allows call...

13/3,K/6 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11176822 SUPPLIER NUMBER: 55126895 (USE FORMAT 7 OR 9 FOR FULL TEXT)
As Call Center Agents Become Increasingly Important, Their Training Takes on a New Urgency, IDC Says.
PR Newswire, 9007
July 12, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 663 LINE COUNT: 00058

... Market for Call Center Agent Training (IDC #B19311), that examines the market and opportunity for **call center agent training**. The report provides **forecasts** revenues for **call center** services and call center **training**. It discusses the factors driving the training market, looks at how training is approached today...

13/3,K/7 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11097859 SUPPLIER NUMBER: 54806589 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Mosaix Launches High Security Into the Call Center With Next Generation Predictive Dialing System.
PR Newswire, 3959
June 7, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1085 LINE COUNT: 00097

... to each instance according to campaign specifics. Based on real-time performance information, the Mosaix **Predictive Dialing System** "

predicts " when a call center agent will be available to speak with a customer. The system can be used to blend and manage agent...

13/3,K/8 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11064181 SUPPLIER NUMBER: 54698163 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Omega Performance and the American Bankers Association Announce Interactive Training Software.

Business Wire, 0142

May 24, 1999

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 929 LINE COUNT: 00087

... on situations, transforming staff into professionals who provide excellent service and customer interaction. Through realistic call center simulations, representatives learn, practice and improve their telephone skills. High Performance TeleService-Close Call(TM) is the seventh training course in Omega's High...

13/3,K/9 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11000231 SUPPLIER NUMBER: 54534245 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Omega Performance Announces Latest Interactive Training Product; Representatives Go to Virtual Call Center to Improve Skills.

Business Wire, 0260

May 3, 1999

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 447 LINE COUNT: 00065

... on situations, transforming staff into professionals who provide excellent service and customer interaction.

Through realistic simulations, call center representatives learn, practice and improve their telephone skills. High Performance TeleService-Close Call(tm) is the seventh training course in Omega's High ...

13/3,K/10 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10915265 SUPPLIER NUMBER: 54260265 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Building a high-performance call center workforce through a scientifically based selection system.

Hakstian, Ralph; Scratchley, Linda

Call Center Solutions, 17, 9, 108(5)

March, 1999

ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1616 LINE COUNT: 00139

... Over the past four years, we have been conducting research on how to best assess call center applicants and predict success in this line of work. Let's take a look at what has been learned.

1) Look for...

13/3,K/11 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10857390 SUPPLIER NUMBER: 54014413 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Call Center Solutions 1998 Product of the Year Award.
Call Center Solutions, 17, 7, 56(7)
Jan 1, 1999
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 3430 LINE COUNT: 00311

... and e-mail calls flowing into and out of a computer-telephony system. Provides such **call center** specific functionality as **predictive** dialing, **ACD routing**, **IVR**, etc.

Buffalo International OTS NT - Object Telephony Server
www.telephonyserver.com 914-747-8500...

13/3,K/12 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10786748 SUPPLIER NUMBER: 53696156 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Carnival Cruise Lines Chooses Lucent's CentreVu Advocate; Leading Cruise Line Latest to Install Cutting-Edge Call Center Tool.
Business Wire, 1274
Feb 3, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 669 LINE COUNT: 00059

... eliminating the traditional "first-in, first-out" approach of queuing callers for the most idle **call center agent**. Instead, CentreVu Advocate uses **predictive** algorithms to match the **skills** and occupancy of the agents with the needs of the callers, regardless of their position...

13/3,K/13 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10568320 SUPPLIER NUMBER: 53137288 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The science of call center management. (Industry Trend or Event)
Reynolds, Penny
Communications News, NA
Oct 1, 1998
ISSN: 0010-3632 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1020 LINE COUNT: 00080

... approach takes into account the random arrival of calls and the 'hold for the first **available agent** ' caller behavior **experienced** in most **call centers**.

USING ERLANG C

To **predict** the need for staff in an incoming call environment, we begin with Monday's calls...

13/3,K/14 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10558940 SUPPLIER NUMBER: 53121177 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Frost & Sullivan: Is Outsourcing the Answer for Call Center Services?
PR Newswire, 8838
Oct 26, 1998
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1359 LINE COUNT: 00127

... competitors.

The technologies reviewed include computer telephony integration (CTI), interactive voice response (IVR), web-based **call centers**, IP-based **call center** solutions, **predictive** dialers, intelligent call **routing**, automatic number identification (ANI) and dialed number identification service (DNIS).

Market participants include: 800 Direct...

13/3,K/15 (Item 15 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10427424 SUPPLIER NUMBER: 21071193 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Prediction: cutting-edge routing will lead to inbound efficiency. (includes related article on call center customer satisfaction)

Anderson, Janice P.; Taylor, Zack
Telemarketing & Call Center Solutions, v17, n2, p58(4)
August, 1998

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 3466 LINE COUNT: 00280

... 1 percent. The ASA itself was reduced by 28 percent across all sites.

While most **call centers** using this type of **predictive routing** formula see network usage go down, the demand for Highmark's services is so great...

13/3,K/16 (Item 16 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10243104 SUPPLIER NUMBER: 20763822 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tips for outsourcing financial services call center applications.

Forth, Antoinette
Telemarketing & Call Center Solutions, v16, n11, p98(3)
May, 1998

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1265 LINE COUNT: 00112

... cost savings, technology can improve the customer service experience by providing advanced functionality not readily **available** on internal **call center representatives**' desktops. Complex financial **calculators** used to respond to sales campaigns, screen-pops and Internet access are functions regularly supported...

13/3,K/17 (Item 17 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09372241 SUPPLIER NUMBER: 19231633 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A guide to evaluating inbound call center management technology.

Yianilos, Thomas
Telemarketing & Call Center Solutions, v15, n7, p30(3)
Jan, 1997

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1431 LINE COUNT: 00117

... a need for new scheduling requirements and training mechanisms. It is preferable to use a **training** system that **simulates** actual **call center** environments, allowing **agents** to practice responding to any situation and learn how to switch gears between different functions...

13/3,K/18 (Item 18 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09341834 SUPPLIER NUMBER: 19194127 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Davis Software Engineering implements first predictive dialing solution
using TSAPI and BCS Technologies' DSP 1000 PBX/ACD.**
Business Wire, p3100160
March 10, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 560 LINE COUNT: 00053

... the benefits of TELE-SCOPE, our comprehensive TSAPI, CTI software product."

TELE-SCOPE provides outbound **predictive** dialing with full inbound **ACD**, DNIS, ANI **routing** and screen pops. In addition, full contact management with agent specific and product specific call...

13/3,K/19 (Item 19 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09065850 SUPPLIER NUMBER: 18817836 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**MICRON ELECTRONICS TARGETS INCREASED CUSTOMER SATISFACTION WITH SIGNIFICANT
INVESTMENT IN COMPANY-WIDE SUPPORT SYSTEMS.**
Business Wire, p10310273
Oct 31, 1996
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1015 LINE COUNT: 00095

... fewer total support calls," states Klene. To maintain this level of service, the new virtual **call center queues** callers and **calculates** the **wait** times throughout the four call centers in North America. Each call is answered in the...

13/3,K/20 (Item 20 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07802087 SUPPLIER NUMBER: 16826198 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Genesys Labs, San Bruno, CA, announces open-systems Computer Telephony
integration for Centrex customers.**
Business Wire, p4170233
April 17, 1995
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 504 LINE COUNT: 00044

TEXT:

...benefits enjoyed by call centers with elaborate premise PBX equipment. Centrex-based service offerings include **predictive dialing**, **blended inbound/outbound call center management**, **sophisticated call routing capabilities**, reporting and virtual call center capabilities. The current services are offered from twin Northern...

13/3,K/21 (Item 21 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07719811 SUPPLIER NUMBER: 16728876 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Enhancing call centers with advanced 800 services: benefits and risks.
(includes related list of advanced 800 services and features, related

article on using advanced 800 services)

Gable, Robert A.

Telecommunications, v29, n2, p31(3)

Feb, 1995

ISSN: 0278-4831

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3115 LINE COUNT: 00243

... purchased to support a small call center. If the system is squared (i.e., trunk lines equal extensions), an ACD design may be simulated. If the call center design yields eight agents and eight trunk lines, callers would be queued only

13/3,K/22 (Item 22 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

07618285 SUPPLIER NUMBER: 16374731 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Alphabetical listings. (telemarketing equipment manufacturers, value-added resellers, telemarketing service providers) (Buyers Guide)

Telemarketing, v13, n6, p10(78)

Dec, 1994

DOCUMENT TYPE: Buyers Guide

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 32480 LINE COUNT: 02687

... 851-1331 Fax: 404-851-1421 Products/Services: 9,12,40,42,60
Complete ATOMS line of call center management hardware and software,
Full predictive dialing and I/O blended agent capability.
State-of-the-art UNIX and database technology...

13/3,K/23 (Item 23 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

05135364 SUPPLIER NUMBER: 10576147 (USE FORMAT 7 OR 9 FOR FULL TEXT)

ACD: a three-way race. (automatic call distribution, stand-alone vendors, PBX manufacturers, telephone companies)

Lurin, Ely S.

Telephony, v220, n11, p54(2)

March 18, 1991

ISSN: 0040-2656

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1661 LINE COUNT: 00131

... the quality of the assistance provided by the call center.
Efficiently managing caller queues reduces waiting time.

Optimizing the call center staff level by forecasting the need for agents is achieved because the ACD system collects and stores the call
...

13/3,K/24 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

02287882 SUPPLIER NUMBER: 54396616 (USE FORMAT 7 OR 9 FOR FULL TEXT)

TELECONNECT 99 CT EXPO Best of Show. (includes related article on Forum

Communications International's product acquisition from Coherent

Communications) (Industry Trend or Event)

Teleconnect, 17, 4, 28(1)

April, 1999

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 5282 LINE COUNT: 00410

... 7544, www.mosaix.com) has developed Talent, a client server application useful for screening and **training** potential **call center agents**, by **simulating** the voice and data aspects of customer calls, without risking actual sales in the process...

13/3,K/25 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02166512 SUPPLIER NUMBER: 20082930 (USE FORMAT 7 OR 9 FOR FULL TEXT)
If you build it, they will call. (Automatic Call Distributor software for building powerful call centers) (Technology Information)
Jainschigg, John
Teleconnect, v15, n12, p61(2)
Dec, 1997
ISSN: 0740-9354 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1510 LINE COUNT: 00123

... this off: the most sophisticated systems establish an IP connection, through CGI script, to an **ACD** 's outbound **predictive** -dialing **queue**. Simpler systems, which need not be co-located with the ACD, receive an IP message...

13/3,K/26 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02082161 SUPPLIER NUMBER: 19520473 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tools and test equipment roundup. (telecom equipment) (Buyers Guide)
Teleconnect, v15, n6, p89(7)
June, 1997
DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2691 LINE COUNT: 00216

... 1, E-1 and analog call traffic. Starts at \$10,695.
Ameritec's NCS provides **simulated CO lines** for testing **call center** applications and equipment. The NCS includes ringing, tone generation and detection, and simulates remote subscribers...

13/3,K/27 (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01690419 SUPPLIER NUMBER: 15551633 (USE FORMAT 7 OR 9 FOR FULL TEXT)
PC Expo - fax on demand for Notes, "File-On-Demand."
Emigh, Jacqueline
Newsbytes, NEW06290026
June 29, 1994
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 929 LINE COUNT: 00073

... for assistance, and will also permit users to start tackling the technical problem while they **wait**, the president **predicted**.
The **Call Center** add-on is also able to list the documents requested by the caller on the...

13/3,K/28 (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01513738 SUPPLIER NUMBER: 12137916 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Predictable productivity; predictive dialers increase talk time from 25 minutes to an hour to 55 minutes an hour! (includes related articles on Communicator Asystance Systems' CAS CASTEL Base and AS/Dialer software, Executone's InfoStar dialer, predictive dialer purchasing tips, DRW's Lynx call processor, Digital Systems' Voicelink dialer, Electronic Information Systems' call processing systems and other products)

Herman, Barbara

Teleconnect, v10, n5, p111(9)

May, 1992

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3091

LINE COUNT: 00254

... Downer's Grove, IL) Contact Gateway II is a software system that interfaces with an **ACD** and host computer to do **predictive** dialing, multiple **ACD**/multiple host **routing**, agent scripting, call transfer, call management, and sending/receiving data and commands to/from the...

13/3,K/29 (Item 6 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01513727 SUPPLIER NUMBER: 12137902 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Customized telecom solutions. (includes related article on Northern Telecom's Norstar telephone systems and a telecommunications trivia test) (To the Industry)

Newton, Harry

Teleconnect, v10, n5, p12(3)

May, 1992

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1780

LINE COUNT: 00134

... at \$300,000.

Amtelco says their "projected applications could include specialized PBXS, key system replacements, **predictive** dialers, **ACDs**, enhanced call **routing** or any application where convenient, compact, PC-based telephony switching and service is needed."

Advanced...

13/3,K/30 (Item 1 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2003 Business Wire. All rts. reserv.

00064413 19990622173B0709 (USE FORMAT 7 FOR FULLTEXT)

Skills-Based Routing Analyzer Helps Determine the Most Effective Scheduling and Routing Strategies

Business Wire

Tuesday, June 22, 1999 13:01 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 487

TEXT:

...staffing, call types, and skill priorities through a Microsoft(R) Excel(R)-based, skills-based **routing** analyzer. Arena **Call Center** Edition is **simulation** software used to create a simulation model, or computerized version, of an actual or proposed...

13/3,K/31 (Item 1 from file: 674)

DIALOG(R)File 674:Computer News Fulltext

(c) 2003 IDG Communications. All rts. reserv.

053713

Call centers link to 'Net

Agent screens combine Internet, intranet applications.

Byline: David Rohde

Journal: Network World Page Number: 17

Publication Date: August 12, 1996

Word Count: 517 Line Count: 47

Text:

... will click on a ``call me now'' button, which places an outbound call request in **queue** on the **ACD** in a fashion similar to **predictive** dialers in telemarketing operations.

When the ACD places the call, the agent receives two browser...

13/3,K/32 (Item 1 from file: 696)

DIALOG(R)File 696:DIALOG Telecom. Newsletters

(c) 2003 The Dialog Corp. All rts. reserv.

00681198

Products: Software

CTI NEWS

July 13, 1999 VOL: 3 ISSUE: 14 DOCUMENT TYPE: NEWSLETTER

PUBLISHER: PHILLIPS BUSINESS INFORMATION

LANGUAGE: ENGLISH WORD COUNT: 757 RECORD TYPE: FULLTEXT

(c) PHILLIPS PUBLISHING INTERNATIONAL All Rts. Reserv.

TEXT:

...skilled agents, multiple products and services, multiple languages and agents shared across different groups or **ACD queues**. **Call centers** can accurately **forecast** customer demand to schedule the right mix of cross-skilled agents.

GlobalPhone Corp.

* Website: www...

13/3,K/33 (Item 1 from file: 810)

DIALOG(R)File 810:Business Wire

(c) 1999 Business Wire . All rts. reserv.

0779669 BW0284

BAYLOR DAVIS SOFTWARE: Baylor Health Care System Improves Call Center Customer Service Using Industry-Leading Software by Davis Software Engineering

December 01, 1997

Byline: Business Editors

...import

and export facilities, TELE-SCOPE provides call centers with a total 'information system.' Outbound **predictive** dialing and full inbound **ACD**, **DNIS**, **ANI routing** and screen pops functionality are included in the system. In addition, agent specific and product...

13/3,K/34 (Item 2 from file: 810)

DIALOG(R)File 810:Business Wire

(c) 1999 Business Wire . All rts. reserv.

0767259 BW1199

SIEMENS: Siemens Enhances Personalized Service and Efficiency in the Call Center Through Expanded Virtual Group Applications Suite

November 03, 1997

Byline: Business Editors

...many new benefits in release 2 is skills-based traffic simulation provided with the ResumeRouting **Simulator** module. Managers can **simulate** their **call center** environments off- **line** with various call volumes, caller behavior profiles and agent assignment scenarios. This simulator shows the...

18/3,K/1 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11692776 SUPPLIER NUMBER: 58937260 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Siemens Adds E-Service and Multi-Media Options to CRM Solution.
PR Newswire, 9348
Jan 25, 2000
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1440 LINE COUNT: 00127

... the new solution combines Siemens' Xpressions(TM) 470 unified messaging system, Microsoft(R) NetMeeting(TM) **software** and Siemens' ProCenter(TM) MX Email **application** to provide e-service and multimedia **call center** support -- messaging, **routing**, reporting, **forecasting**, and agent scheduling -- as well real-time chat options to support customers in an e...

18/3,K/2 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02420187 SUPPLIER NUMBER: 63132421 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A Quartet Of New Products And Services. (Product Announcement)
Call Center Solutions, 18, 12, 22
June, 2000
DOCUMENT TYPE: Product Announcement ISSN: 1521-0774 LANGUAGE:
English RECORD TYPE: Fulltext
WORD COUNT: 433 LINE COUNT: 00038

... means in terms of the scenario's purpose.
SIMUL8 Corporation has taken the power of **simulation** and applied it to **call center** planning and management (among other uses) in SIMUL8 2000 Version 6. The **application** is designed to allow users to virtually manage staff, implement new equipment, tweak a current...

...managing a call center from hour to hour or week to week. Variables (such as **available** staff, number of phone **lines** or hours of operation) can be changed, and how those changes affect the call center...

...in action and providing them with the result using SIMUL8 2000's reporting features. The **application** uses Call Center Wizards to help users build **call center simulations**. Alternatively, users may drag and drop "smart simulation objects" onto the screen. Users can define...

18/3,K/3 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2003 Business Wire. All rts. reserv.

00185079 20000202033B9871 (USE FORMAT 7 FOR FULLTEXT)
IMA Releases EDGE 5.0; Award-Winning Customer Interaction Software Offers New Features, Product Enhancements, and Integration with ChanneEDGE
Business Wire
Wednesday, February 2, 2000 08:24 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 868

...feature-rich functionality and flexibility the market has come to expect from
IMA products, including **skills**-based **routing**, inbound and outbound **application** support, scripting, campaign management, lead tracking and automated

literature fulfillment. The robust integration capabilities available...

...0

include the industry's widest support of multiple desktop links, relational databases, PBXs and **ACDs**, IVRs, **predictive** dialers, CTI middleware and legacy system

gateways.

New and existing EDGE customers can learn more...

18/3,K/4 (Item 2 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2003 Business Wire. All rts. reserv.

00049289 19990524144B0142 (USE FORMAT 7 FOR FULLTEXT)

Omega Performance and the American Bankers Association Announce Interactive Training Software

Business Wire

Monday, May 24, 1999 10:40 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 882

TEXT:

...Improve Skills

Omega Performance and the American Bankers Association (ABA) today announced the newest training **program**, High Performance TeleService-Close Call(TM), from Omega Performance. The new **program** is an interactive, computer-based training course designed to immerse retail bank call center reps...

...on situations, transforming staff into professionals who provide excellent service and customer interaction. Through realistic **call center simulations**, **representatives** learn, practice and improve their telephone **skills**. High Performance TeleService-Close Call(TM) is the seventh training course in Omega's High...

File 344:Chinese Patents Abs Aug 1985-2003/Apr
 (c) 2003 European Patent Office
 File 347:JAPIO Oct 1976-2003/Jun(Updated 031006)
 (c) 2003 JPO & JAPIO
 File 350:Derwent WPIX 1963-2003/UD,UM &UP=200370
 (c) 2003 Thomson Derwent

?ds

Set	Items	Description
S1	37	((CUSTOMER()SERVICE OR AUTOMATIC()CALL()DISTRIBUTION OR CALL OR INBOUND OR TELEPHONE?) (CENTER? OR CENTRE?) OR ACD OR - ACDS OR TELECENTER?) (5N) (CALCULAT? OR FORECAST? OR SIMULAT? OR PROJECTION? OR PREDICT? OR FORETELL?)
S2	4632	(SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN?) (5N) (LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR - WAITING? OR ROUTING?)
S3	0	S1(3N) (LINE OR LINES OR QUEUE OR QUEUES OR WAIT OR WAITING- ?)
S4	1	S1(3N) (ASSIGN? OR ROUTE? ? OR ROUTING?)
S5	3	S1(3N) (SKILL OR SKILLS OR AVAILABL? OR AVAILABIL? OR EXPERIENCE? ? OR TRAIN? ? OR TRAINING) (3N) (REP OR REPS OR REPRESENTATIVE? OR AGENT OR AGENTS OR TEAM OR TEAMS)
S6	4	AU=(LEAMON, P? OR LEAMON P?)
S7	0	S1 AND S2
S8	46	(S1 OR S2 OR S4 OR S5) (5N) (SOFTWARE OR APP OR APPLICATION? OR PROGRAM OR PROGRAMS)
S9	23	S8 AND IC=G06F
S10	1	S6 AND S1
?		

*9/5/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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06346769 **Image available**
COMPUTER SYSTEM

PUB. NO.: 11-288373 [JP 11288373 A]
PUBLISHED: October 19, 1999 (19991019)
INVENTOR(s): MORRIS DALE C
HUNT DOUGLAS B
APPLICANT(s): HEWLETT PACKARD CO <HP>
APPL. NO.: 11-015811 [JP 9915811]
FILED: January 25, 1999 (19990125)
PRIORITY: 16692 [US 16692], US (United States of America), January 30,
1998 (19980130)
INTL CLASS: G06F-009/38 ; G06F-009/308 ; G06F-009/32 ; G06F-009/45 ;
G06F-012/08

ABSTRACT

PROBLEM TO BE SOLVED: To provide a computer system having a data structure to hold an available state indicating whether an instruction trying to read a specific register is stopped by adding a register to a CPU together with a circuit which can decode and execute an instruction to change a program execution path, based on the available state of the register.

SOLUTION: A CPU includes a register and a circuit which can decode and execute an instruction that changes a **program** execution path, based on the **available** state of a register. A **waiting** time inquiry instruction retrieves the **available** state of the register from a relevant data structure, and the register stores this available state. Then a conditional branch instruction decides a program execution path, based on the available state of the register. In this system, a CPU 28 includes a register 30, an unavailable flag 32, a stop signal device 34 and also a multiplexer 36 which can dispatch or route the contents of the flag 32 to an optional register 30.

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9/5/2 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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00835160 **Image available**
CONTROL SYSTEM FOR TIME SHARING SYSTEM

PUB. NO.: 56-155460 [JP 56155460 A]
PUBLISHED: December 01, 1981 (19811201)
INVENTOR(s): WADA HIDEO
APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 55-059728 [JP 8059728]
FILED: May 06, 1980 (19800506)
INTL CLASS: [3] G06F-015/00 ; G06F-009/46
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 45.1
(INFORMATION PROCESSING -- Arithmetic Sequence Units)
JOURNAL: Section: P, Section No. 105, Vol. 06, No. 38, Pg. 56, March
09, 1982 (19820309)

ABSTRACT

PURPOSE: To shorten the **waiting** time to enhance **line availability**, by executing plural command processing **programs**, which are inputted from a terminal, in parallel.

CONSTITUTION: The command management program CMP main routine starts a command processing program corresponding to the inputted command by the

ATTACH macro instruction and requests the input to the terminal user by XPUT GET macro instruction and waits the occurrence of a determined phenomenon by the WAIT macro instruction. When the command processing program started by the ATTACH macro instruction terminates normally, the control is returned to the CMP main routine by the RETURN macro instruction. When the input from the terminal user is completed, the completion of the input is reported by the POST command; and when the terminal user issues the attention interruption, the CMP attention exit routine is executed, and the control is transferred to the CMP main routine after execution

9/5/3 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015583166 **Image available**

WPI Acc No: 2003-645323/200361

XRPX Acc No: N03-513405

Internet-based educational material providing apparatus e.g. for audio material, has processor which enables subsequent transmission of educational material to user, from location prior to location at which transmission is transmitted

Patent Assignee: JOAO R A (JOAO-I)

Inventor: JOAO R A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030110215	A1	20030612	US 97788387	A	19970127	200361 B
			US 2000515060	A	20000228	
			US 2003347679	A	20030122	

Priority Applications (No Type Date): US 2000515060 A 20000228; US 97788387 A 19970127; US 2003347679 A 20030122

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030110215	A1		35	G06F-015/16	CIP of application US 97788387
					Cont of application US 2000515060

Abstract (Basic): US 20030110215 A1

NOVELTY - A processor terminates transmission of an educational material to a remote user, on receiving a termination signal. The processor identifies, records and stores information related to the location at which the educational material transmission is terminated. The processing device enables subsequent transmission of the educational material from a location prior to the material transmission termination location.

USE - For providing educational materials such as audio material, video material, audio-visual material, text material, image and graphics instructional materials, presentations, course materials, institutional announcement, administrative announcements related services pertaining to courses of study and training, and used in conjunction with distance learning, on-line educational and instructional programs, employee training program, job training program, vocational program and continuing education program to remote user, through Internet.

ADVANTAGE - Facilitates distance learning by students at different educational institutions during course of study, and enables the students to choose from a large variety of courses from any number of education institutions.

DESCRIPTION OF DRAWING(S) - The figure shows the flow diagram illustrating the educational material providing process.

pp; 35 DwgNo 4B/7

Title Terms: BASED; EDUCATION; MATERIAL; APPARATUS; AUDIO; MATERIAL; PROCESSOR; ENABLE; SUBSEQUENT; TRANSMISSION; EDUCATION; MATERIAL; USER;

* LOCATE; PRIOR; LOCATE; TRANSMISSION; TRANSMIT
Derwent Class: P85; T01; W01; W04
International Patent Class (Main): G06F-015/16
International Patent Class (Additional): G09B-007/00
File Segment: EPI; EngPI

9/5/4 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015430674 **Image available**

WPI Acc No: 2003-492816/200346

XRPX Acc No: N03-391506

Feedback control system for automatic online training of neural network controller in plant, determines next multi-dimensional boundary of values if updated weighted value reaches boundary

Patent Assignee: ANDERSON C (ANDE-I); HITTLE D C (HITT-I); KRETCHMAR M (KRET-I); YOUNG P M (YOUN-I)

Inventor: ANDERSON C; HITTLE D C; KRETCHMAR M; YOUNG P M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030074338	A1	20030417	US 2001306380	P	20010718	200346 B
			US 2002197731	A	20020718	

Priority Applications (No Type Date): US 2001306380 P 20010718; US 2002197731 A 20020718

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030074338	A1		18	G06E-001/00	Provisional application US 2001306380

Abstract (Basic): US 20030074338 A1

NOVELTY - A learning agent has an actor network and critic network, to carry out sequence of stability phase followed by learning phase. Multi-dimensional boundary of values and updated weighted values for online training are determined in stability and learning phases, respectively. If updated weighted value reaches boundary, next multi-dimensional boundary of values is determined followed by a next learning phase.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) automatic online training method; and
- (2) computer executable **program** code for automatic on- **line training** of feedback controller.

USE - For automatic online training of neural network of controller in plant.

ADVANTAGE - Ensures automatic and optimal performance of the plant while also maintains stability of the control system.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart explaining operation of the feedback control system.

pp; 18 DwgNo/9/9

Title Terms: FEEDBACK; CONTROL; SYSTEM; AUTOMATIC; TRAINING; NEURAL; NETWORK; CONTROL; PLANT; DETERMINE; MULTI; DIMENSION; BOUNDARY; VALUE; UPDATE; WEIGHT; VALUE; REACH; BOUNDARY

Derwent Class: T01; T02; T06

International Patent Class (Main): G06E-001/00

International Patent Class (Additional): G05B-013/02; G06E-003/00;

G06F-015/18 ; G06G-007/00; G06N-003/02

File Segment: EPI

9/5/5 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015417755 **Image available**
WPI Acc No: 2003-479895/200345
XRPX Acc No: N03-381426

Load balancing method for servers, involves selecting server to stream rich media information to destination, based on monitored bandwidth usage and amount of information transmitted on links between switch and servers

Patent Assignee: MENON R R (MENO-I)

Inventor: MENON R R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030055971	A1	20030320	US 2001957638	A	20010919	200345 B

Priority Applications (No Type Date): US 2001957638 A 20010919

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030055971	A1	7	G06F-015/173	

Abstract (Basic): US 20030055971 A1

NOVELTY - The method involves monitoring the bandwidth usage and amount of information transmitted on the links between a switch (106) and the servers (108(1)-108(M)). The server to stream rich media information across network to a destination, is selected based on the monitored bandwidth usage and amount of transmitted information.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) an article comprising machine- readable medium storing load balancing program; and
- (2) a load balancing system.

USE - For balancing load among servers which deliver rich media including media-on-demand (MOD), video-on-demand (VOD), news-on-demand (NOD), distance learning, home shopping, on-line gaming, **training program, software** distribution, graphics, animation, text and other content, to client devices such as mobile computer, stationary computer, workstation, telephone, television, pager, personal digital assistant (PDA), key pad, audio and video players, through networks such as Internet, local network, private network and public network.

ADVANTAGE - By balancing the load among the servers, overloading of the server is prevented and the information request is efficiently allocated to an appropriate server to ensure that the server transmits an optimal response to the information requesting client.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic view of the network configuration.

switch (106)
- 108(M) servers (108(1)
pp; 7 Dwg No 1/3

Title Terms: LOAD; BALANCE; METHOD; SERVE; SELECT; SERVE; STREAM; RICH; MEDIUM; INFORMATION; DESTINATION; BASED; MONITOR; BANDWIDTH; AMOUNT; INFORMATION; TRANSMIT; LINK; SWITCH; SERVE

Derwent Class: T01; W01; W02

International Patent Class (Main): G06F-015/173

File Segment: EPI

9/5/6 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015215000 **Image available**

WPI Acc No: 2003-275537/200327

XRPX Acc No: N03-218783

Off-line experience extending method for on-line meeting services, involves providing confidential reply message for continuing prior off-line experience, in response to user selecting message submitted by desired people

Patent Assignee: M & G ENTERPRISES LLC (MGEN-N)
Inventor: GREENE A; MADENBERG D
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020178225	A1	20021128	US 2001865095	A	20010524	200327 B

Priority Applications (No Type Date): US 2001865095 A 20010524

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20020178225	A1	20	G06F-015/16	

Abstract (Basic): US 20020178225 A1

NOVELTY - Folder structure associated with a particular location where a prior off-line experience between the users had taken place and containing messages relating to continue specific prior interaction, are provided by users. A reply message for continuing prior off-line experience in on-line context, is provided, in response to user selecting a message submitted by a desired user.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) an off-line experience extending system;
- (2) a storage device storing off- line experiences extending program ; and
- (3) a web-based connection service.

USE - For extending off-line experiences associated with localized events and venues, for dating and on-line meeting services through Internet. Also for providing information about local events, restaurants, community activities and regional news.

ADVANTAGE - Facilitates reconnection or linking up of people desirous of meeting one another efficiently, without the participation of or intervention of third parties or other intermediary.

DESCRIPTION OF DRAWING(S) - The figure shows the Internet/web based communication environment.

pp; 20 DwgNo 1/7

Title Terms: LINE; EXPERIENCE; EXTEND; METHOD; LINE; SERVICE; CONFIDE;
REPLY; MESSAGE; CONTINUE; PRIOR; LINE; EXPERIENCE; RESPOND; USER; SELECT;
MESSAGE; SUBMIT; PEOPLE

Derwent Class: T01; T05

International Patent Class (Main): G06F-015/16

File Segment: EPI

9/5/7 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015211031 **Image available**

WPI Acc No: 2003-271567/200327

XRPX Acc No: N03-215340

Web personnel introduction service providing method for pesonnel

placement company, involves conducting suitable online training program based on collation result of registered job offers and job hunters data

Patent Assignee: FUJITSU GENERAL LTD (GENH)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003006313	A	20030110	JP 2001186538	A	20010620	200327 B

Priority Applications (No Type Date): JP 2001186538 A 20010620

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2003006313	A	12	G06F-017/60	

Abstract (Basic): JP 2003006313 A

NOVELTY - Suitable on- line training program is conducted through Internet based on collation result of registered job offer data and job hunting data while acquiring attendance of registered applicants. The applicant's skill level is authorized and the applicants are rated accordingly. The rated applicants information are transmitted to a company that registers job offer with the personnel introduction server (1).

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for web personal introduction service providing system.

USE - For web personnel introduction service provision by personnel placement company.

ADVANTAGE - Effectively manages personnel rating database for providing efficient applicant/worker to requesting company.

DESCRIPTION OF DRAWING(S) - The figure shows a functional block diagram of the web personnel introduction system. (Drawing includes non-English language text).

Personnel introduction server (1)

pp; 12 DwgNo 1/3

Title Terms: WEB; PERSONNEL; INTRODUCING; SERVICE; METHOD; PLACE; COMPANY; CONDUCTING; SUIT; TRAINING; PROGRAM; BASED; COLLATE; RESULT; REGISTER; JOB; OFFER; JOB; HUNTING; DATA

Derwent Class: F85; T01; W04

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G07G-001/12; G07G-001/14;

G09B-005/02

File Segment: EPI; EngPI

9/5/8 (Item 6 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015030911 **Image available**

WPI Acc No: 2003-091428/200308

Related WPI Acc No: 2002-713724

XRPX Acc No: N03-072363

Application multiplexing method in multiserver environment, involves judging availability of communication link based on which service request from queue is removed and forwarded to service application platform

Patent Assignee: HERNANDEZ R (HERN-I); MARQUETTE B (MARQ-I)

Inventor: HERNANDEZ R; MARQUETTE B

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020143874	A1	20021003	US 2001280213	P	20010330	200308 B
			US 2001965057	A	20010926	

Priority Applications (No Type Date): US 2001280213 P 20010330; US

2001965057 A 20010926

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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US 20020143874	A1	37	G06F-015/16	Provisional application US 2001280213
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Abstract (Basic): US 20020143874 A1

NOVELTY - An input queue representing the service requests obtained from users is formed. The availability of communication link is judged to process the service requests. The service request stored in the queue is removed and forwarded to the service application platform, after setting link between queue and application, when the availability is judged.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) Service multiplexing apparatus; and

(2) Computer program product storing service multiplexing program.

USE - For managing access applications and call services on multiserver environment connected to telecommunication network like

PSTN.

ADVANTAGE - Facilitates quick restoration of interrupted processes due to reliable process monitoring with respect to resource sharing. Enables handling large number of requests due to periodic removal from queues.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart representing call setup procedures.

pp; 37 DwgNo 7/18

Title Terms: APPLY; MULTIPLEX; METHOD; ENVIRONMENT; JUDGEMENT; AVAILABLE; COMMUNICATE; LINK; BASED; SERVICE; REQUEST; QUEUE; REMOVE; FORWARDING; SERVICE; APPLY; PLATFORM

Derwent Class: T01; W01

International Patent Class (Main): G06F-015/16

File Segment: EPI

9/5/9 (Item 7 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014996510 **Image available**

WPI Acc No: 2003-057025/200305

XRPX Acc No: N03-044102

Trainable weights database establishment in shipping data processing system, involves comparing data entry at shipping application with resident entries of product database to selectively determine shipped-parcel weight

Patent Assignee: PITNEY BOWES INC (PITB)

Inventor: LEVITSKY P A; SANSONE R P

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6466948	B1	20021015	US 99473587	A	19991228	200305 B

Priority Applications (No Type Date): US 99473587 A 19991228

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6466948	B1	23	G06F-017/00		

Abstract (Basic): US 6466948 B1

NOVELTY - A product database responsive to a weight determination routine in a shipping application, is established. A data entry at the shipping application is compared with resident entries of the database to selectively determine a weight for a parcel to be shipped, or one of a weight input option from among a set. The determined weight is input to the weights database in respect to a set of parameters resident in the data entry.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Shipped-parcel weight determination system;
- (2) Weight database training object creation method; and
- (3) Weight database training object usage method.

USE - For establishing trainable weights database in on-line data processing system having shipping application such as mail piece and/or parcel weighing and processing in network.

ADVANTAGE - Eliminates the dependence of the mail piece on weighing scales, by supplying a weight parameter to shipping and parcel manifest applications and using Internet information resources and quickly expanding capabilities.

DESCRIPTION OF DRAWING(S) - The figure shows the flow diagram of trainable weights database establishment system.

pp; 23 DwgNo 1/7

Title Terms: WEIGHT; DATABASE; ESTABLISH; SHIPPING; DATA; PROCESS; SYSTEM; COMPARE; DATA; ENTER; SHIPPING; APPLY; RESIDENCE; ENTER; PRODUCT; DATABASE; SELECT; DETERMINE; SHIPPING; PARCEL; WEIGHT

Derwent Class: S02; T01; T05
International Patent Class (Main): G06F-017/00
File Segment: EPI

9/5/10 (Item 8 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013833639 **Image available**
WPI Acc No: 2001-317851/200134
XRPX Acc No: N01-228246

Personal computer (PC) mouse with Internet connection, includes additional key on upper surface of mouse for calling selected Internet addresses via software preloaded into computer

Patent Assignee: ULTRATRONIK ENTWICKLUNGS GMBH (ULTR-N)

Inventor: PUST H; SORG W

Number of Countries: 027 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 19938744	A1	20010222	DE 1038744	A	19990816	200134 B
WO 200113212	A1	20010222	WO 2000EP8038	A	20000816	200134
EP 1104557	A1	20010606	EP 2000953174	A	20000816	200140
			WO 2000EP8038	A	20000816	
EP 1104557	B1	20011031	EP 2000953174	A	20000816	200169
			WO 2000EP8038	A	20000816	
DE 50000027	G	20011206	DE 500027	A	20000816	200203
			EP 2000953174	A	20000816	
			WO 2000EP8038	A	20000816	

Priority Applications (No Type Date): DE 1038744 A 19990816

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
DE 19938744	A1		4	G06F-003/033	
WO 200113212	A1	G		G06F-003/033	
				Designated States (National): JP US	
				Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE	
EP 1104557	A1	G		G06F-003/033	Based on patent WO 200113212
				Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI	
EP 1104557	B1	G		G06F-003/033	Based on patent WO 200113212
				Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI	
DE 50000027	G			G06F-003/033	Based on patent EP 1104557 Based on patent WO 200113212

Abstract (Basic): DE 19938744 A1

NOVELTY - Provision of a third key for a PC mouse enables the control function of the mouse to be extended to calling a given telephone number or numbers and linking the PC via the normal telephone lines with commercial or public networks, such as the Internet, and an established server's telephone number, but also via a modem if only analog lines are available. The relevant initializing software (7) loaded into the computer for setting the 'In-function' of the mouse (3) and the Internet-connection (8-10) is automatically activated and a selected Internet-address is then called.

USE - As three-key mouse with additional key used for setting up software for calling a selected Internet address

ADVANTAGE - Increased likelihood that a called party makes contact with the advertising or business party.

DESCRIPTION OF DRAWING(S) - A diagram of a personal computer (PC) with mouse and telephone socket outlet is given.

Conventional mouse keys (4,5)

Third key of mouse loaded with the command for automatic activation of the Internet connection (6)

Telephone connection cable (8)
Plug (9)
Telephone socket outlet (10)
pp; 4 DwgNo 1/1
Title Terms: PERSON; COMPUTER; MOUSE; CONNECT; ADD; KEY; UPPER; SURFACE;
MOUSE; CALL; SELECT; ADDRESS; SOFTWARE; PRELOADED; COMPUTER
Derwent Class: T01; T04; W01
International Patent Class (Main): G06F-003/033
International Patent Class (Additional): H04L-012/02
File Segment: EPI

9/5/11 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013796994 **Image available**
WPI Acc No: 2001-281206/200129
Related WPI Acc No: 2002-675348
XRPX Acc No: N01-200520

Surrogate control method for electronic commerce transactions, involves determining amount due to complete purchase transaction after selecting item and credit account in surrogate electronic system

Patent Assignee: ROCKETCASH CORP (ROCK-N); COCA-COLA CO (COKE); VOGT D (VOGT-I)

Inventor: CHEONG L; MASON J A; VOGT D A; VOGT D

Number of Countries: 094 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200073934	A2	20001207	WO 2000US14767	A	20000526	200129 B
AU 200053017	A	20001218	AU 200053017	A	20000526	200129
US 20010037292	A1	20011101	US 99136734	A	19990528	200168
			US 2000579787	A	20000526	
			US 2001819521	A	20010327	
EP 1222561	A2	20020717	EP 2000937903	A	20000526	200254
			WO 2000US14767	A	20000526	

Priority Applications (No Type Date): US 99136734 P 19990528; US 2000579787
A 20000526; US 2001819521 A 20010327

Patent Details:

Patent No	Kind	Lang	IPC	Filing Notes
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WO 200073934	A2	E	G06F-017/00	
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Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH
CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE
KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO
RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200053017	A		G06F-017/00	Based on patent WO 200073934
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US 20010037292	A1		G06F-017/60	Provisional application US 99136734
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CIP of application US 2000579787

EP 1222561	A2	E	G06F-017/00	Based on patent WO 200073934
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SI

Abstract (Basic): WO 200073934 A2

NOVELTY - The control method involves funding surrogate account in surrogate electronic system and accessing e-commerce system. After selecting an item for purchase from e-commerce system and credit account in surrogate electronic system, an amount due to complete purchase transaction is determined. Funds equal to amount due is transferred to credit account and purchase transaction is executed using credit account.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) system for surrogate control of e-commerce transaction;
- (b) device for controlling e-commerce transaction;
- (c) program for surrogate control of e-commerce transaction

USE - For surrogate control for e-commerce transaction.

ADVANTAGE - Allows any one not having or not eligible for credit card to shop at on-line merchant electronic store fronts. The surrogate web site does not detract from the actual on- line shopping experience . Avoids need for special software to be installed on either the client, user or merchant end of transaction.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of surrogate system for control of e-commerce system.

pp; 136 DwgNo 1/60

Title Terms: SURROGATE; CONTROL; METHOD; ELECTRONIC; TRANSACTION; DETERMINE ; AMOUNT; COMPLETE; PURCHASE; TRANSACTION; AFTER; SELECT; ITEM; CREDIT; ACCOUNT; SURROGATE; ELECTRONIC; SYSTEM

Derwent Class: T01; T05; W01

International Patent Class (Main): G06F-017/00 ; G06F-017/60

File Segment: EPI

9/5/12 (Item 10 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013343494 **Image available**

WPI Acc No: 2000-515433/200047

XRPX Acc No: N00-381002

On-line booking system for guest rooms has server running on-line booking program linked to output device or display at each guest room location

Patent Assignee: TREBESIUS J (TREB-I)

Inventor: TREBESIUS J

Number of Countries: 091 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 19860908	A1	20000706	DE 1060908	A	19981231	200047 B
WO 200041102	A2	20000713	WO 99DE4129	A	19991231	200047
AU 200025335	A	20000724	AU 200025335	A	19991231	200052
DE 29923428	U1	20001102	DE 99U2023428	U	19991231	200063
			WO 99DE4129	A	19991231	
EP 1145176	A2	20011017	EP 99968323	A	19991231	200169
			WO 99DE4129	A	19991231	
CN 1335969	A	20020213	CN 99815172	A	19991231	200233
JP 2002534743	W	20021015	WO 99DE4129	A	19991231	200282
			JP 2000592760	A	19991231	

Priority Applications (No Type Date): DE 1060908 A 19981231

Patent Details:

Patent No	Kind	Lan	Pg	Main	IPC	Filing	Notes
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DE 19860908	A1		6	G06F-017/60			
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WO 200041102	A2	G		G06F-017/60			
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Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 200025335	A			G06F-017/60	Based on patent	WO 200041102
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DE 29923428	U1			G06F-017/60	Application no.	WO 99DE4129
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EP 1145176	A2	G		G06F-017/60	Based on patent	WO 200041102
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

CN 1335969	A			G06F-017/60		
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JP 2002534743	W		19	G06F-017/60	Based on patent	WO 200041102
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Abstract (Basic): DE 19860908 A1

NOVELTY - The on-line booking system uses a server (1) which is

accessed from a user terminal (2,2',2'') via a domain address (3) and which runs an interactive **program**, for allowing on- **line** booking of the **available** guest rooms within a given geographical area using the Internet, with a communication link (4) between the server and each of the guest room locations, which are provided with an output device, e.g. a fax device (5,5',5'',...) and/or a display.

USE - The booking system is used for reserving guest rooms via the Internet.

ADVANTAGE - The system allows each guest room location to be informed of the bookings as they are made.

DESCRIPTION OF DRAWING(S) - The figure shows a schematic representation of an on-line booking system.

Server (1)

User terminal (2,2',2'')

Domain address (3)

Communication link (4)

Fax devices (5,5',5'',...)

pp; 6 DwgNo 1/2

Title Terms: LINE; BOOKING; SYSTEM; GUEST; ROOM; SERVE; RUN; LINE; BOOKING; PROGRAM; LINK; OUTPUT; DEVICE; DISPLAY; GUEST; ROOM; LOCATE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): H04N-001/00

File Segment: EPI

9/5/13 (Item 11 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013333293 **Image available**

WPI Acc No: 2000-505232/200045

XRPX Acc No: N00-373556

Communicating method of network computers in interactive systems, involves transmitting customized information over network to server in response to receipt of request for information from server

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Inventor: CAPEK P G; CUOMO G A; UNGER J H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6094677	A	20000725	US 97866658	A	19970530	200045 B

Priority Applications (No Type Date): US 97866658 A 19970530

Patent Details:

Patent No	Kind	Lan	Pg	Main	IPC	Filing	Notes
US 6094677	A		16	G06F-015/16			

Abstract (Basic): US 6094677 A

NOVELTY - Information that is customized based on user input is transmitted by client (24) over a network (28) to server (26) in response to receipt of request for information from server, if the amount of time required to retrieve the requested information from server is sufficient to transmit customized information. Then the received requested information is transmitted over the network.

DETAILED DESCRIPTION - The requests for information stored on server is transmitted to proxy over the network. The information received from proxy is displayed to user irrespective of whether the information is the response to the request for information from the server. INDEPENDENT CLAIMS are also included for the following:

(a) information providing apparatus; computer program product

USE - For communicating between networked computers in interactive systems such as world wide web (WWW).

ADVANTAGE - The apparent response delay of the system is reduced, thus the frustration and annoyance that the user often **experiences**

while waiting for program material to be retrieved over a network is lessened.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic drawing of interactive system.

Client (24)

Sever (26)

Network (28)

pp; 16 DwgNo 2/7

Title Terms: COMMUNICATE; METHOD; NETWORK; COMPUTER; INTERACT; SYSTEM; TRANSMIT; INFORMATION; NETWORK; SERVE; RESPOND; RECEIPT; REQUEST; INFORMATION; SERVE

Derwent Class: T01

International Patent Class (Main): G06F-015/16

File Segment: EPI

9/5/14 (Item 12 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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012315215 **Image available**

WPI Acc No: 1999-121321/199910

Related WPI Acc No: 1998-467946; 1998-543114; 1999-046183; 2003-219064

XRPX Acc No: N99-088521

Computer simulation system e.g. for simulating telephony call centre - has individual software modules simulating separate entities of call centre in simulated call centre and GUI with individual software modules in GUI presented as icons movable and connectable on screen

Patent Assignee: GENESYS TELECOM LAB INC (GENE-N)

Inventor: BARSKIY M D; DADGAR H R; LIVSHITS B; OSTAPCHUK Y; BARSKIY M

Number of Countries: 024 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9903247	A2	19990121	WO 98US13644	A	19980701	199910 B
US 6205412	B1	20010320	US 97891675	A	19970711	200118

Priority Applications (No Type Date): US 97891675 A 19970711

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9903247 A2 E 20 H04M-000/00

Designated States (National): AT CA CN JP KR RU

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

US 6205412 B1 G06F-017/50

Abstract (Basic): WO 9903247 A

The system comprises individual software modules which simulate separate entities of the call centre in the simulated call centre. In a Graphical User Interface (GUI) the individual software modules are presented as icons movable and connectable on the screen to alter characteristics of the simulated call centre. The system tests computer telephony integration (CTI) applications where one of the software module icons include a (CTI) link interface library which provide communication between the simulated call centre and the CTI application in a manner that the simulated call centre will behave as a specific switch type in a specific instance.

The simulation one of the individual software modules is a telephony objects module representing a telephony switch and connected telephony devices, agents, and associated behaviour, and individual telephony objects are represented in the GUI as icons that may be selected and added to or subtracted from the telephony objects module to alter the behaviour repertoire of the module.

ADVANTAGE - Provides an ability by object oriented programming, to simulate broad variety of telephony equipment and to test enhancing

computer applications against such simulated equipment.

Dwg.1/1

Title Terms: COMPUTER; SIMULATE; SYSTEM; SIMULATE; TELEPHONE; CALL; CENTRE;
INDIVIDUAL; SOFTWARE; MODULE; SIMULATE; SEPARATE; ENTITY; CALL; CENTRE;
SIMULATE; CALL; CENTRE; INDIVIDUAL; SOFTWARE; MODULE; PRESENT; MOVE;
CONNECT; SCREEN

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/50 ; H04M-000/00

International Patent Class (Additional): G06F-015/173

File Segment: EPI

9/5/15 (Item 13 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012273665

WPI Acc No: 1999-079771/199907

XRPX Acc No: N99-057438

Grouping files into filesets for delivery as work unit - passing multiple data files to target application via interfacing software, which utilises messaging or queuing system, as unit of work

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
RD 416116	A	19981210	RD 98416116	A	19981120	199907 B

Priority Applications (No Type Date): RD 98416116 A 19981120

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
RD 416116	A		1	G06F-000/00	

Abstract (Basic): RD 416116 A

The method involves representing the multiple files as a single set of files, or a fileset. The implementation operation involves utilising two queues to communicate between the applications, in which the first queue is the Fileset Data queue and the second queue is the Fileset Info queue. The Fileset Data queue is used to pass the data from each of the files as messages.

Each file will occupy one or more messages on the Fileset Data queue, involving more messages if the size of the file exceeds the message size limit of the queue system. The Fileset Info queue will contain one message representing the fileset, and also contains pointers to each of the pieces of data in the Fileset Data queue, together with any necessary information to allow the reconstruction of the files on the target system. A query by the receiving application, for available data from the queue system, is performed against the Fileset Info queue. If an available message is found, the contained information is used to access and reassemble the data files from the messages in the Fileset Data queue.

ADVANTAGE - Passes data files through messaging, or queuing, as unit of work.

Dwg.0/0

Title Terms: GROUP; FILE; DELIVER; WORK; UNIT; PASS; MULTIPLE; DATA; FILE;
TARGET; APPLY; INTERFACE; SOFTWARE; UTILISE; MESSAGING; QUEUE; SYSTEM;
UNIT; WORK

Derwent Class: T01

International Patent Class (Main): G06F-000/00

File Segment: EPI

9/5/16 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012239872 **Image available**

WPI Acc No: 1999-045980/199904

XRPX Acc No: N99-033482

Distributed processing method for multiple application execution - in which conditional instructions change flow of execution of instructions based on results of applications executed, which are adapted to consistent format for review by user

Patent Assignee: PANGAEA SYSTEMS INC (PANG-N); KARLAK B R (KARL-I)

Inventor: KARLAK B R; KARLAK B

Number of Countries: 081 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9855909	A2	19981210	WO 98US11217	A	19980603	199904 B
AU 9877152	A	19981221	AU 9877152	A	19980603	199919
US 20020023175	A1	20020221	US 97868877	A	19970604	200221

Priority Applications (No Type Date): US 97868877 A 19970604

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9855909	A2	E	62	G06F-000/00	
Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW					
AU 9877152	A			G06F-000/00	Based on patent WO 9855909
US 20020023175	A1			G06F-009/46	

Abstract (Basic): WO 9855909 A

The method involves operating multiple applications via an operating system using a set of instructions, and formatting the results into a common format. The applications may reside on one or more computer systems, and operated by placing objects into a queue, and allowing application interfaces that run the applications to retrieve the objects from the **queue** when the **application** is **available** for operation.

The instructions can specify conditions based on the results of one or more of the applications, and the execution flow of the instructions is changed based on these conditions and the results produced.

USE - Orderly distributed processing for controlling computer software by software from another computer.

Dwg.9/9

Title Terms: DISTRIBUTE; PROCESS; METHOD; MULTIPLE; APPLY; EXECUTE; CONDITION; INSTRUCTION; CHANGE; FLOW; EXECUTE; INSTRUCTION; BASED; RESULT ; APPLY; EXECUTE; ADAPT; CONSISTENT; FORMAT; REVIEW; USER

Derwent Class: T01

International Patent Class (Main): G06F-000/00 ; G06F-009/46

International Patent Class (Additional): G06F-009/44

File Segment: EPI

9/5/17 (Item 15 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012239871 **Image available**

WPI Acc No: 1999-045979/199904

XRPX Acc No: N99-033481

Obtaining of results from multiple computer applications - includes retrieval of objects from queue when application is available for operation and change of execution flow of instructions according to specified conditions and output results

Patent Assignee: PANGEA SYSTEMS INC (PANG-N)
Inventor: KARLAK B
Number of Countries: 080 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9855908	A2	19981210	WO 98US11216	A	19980603	199904
AU 9876082	A	19981221	AU 9876082	A	19980603	199919

Priority Applications (No Type Date): US 97868874 A 19970604

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9855908	A2	E	64	G06F-000/00	
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Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
CZ DE DK EE ES FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT
UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 9876082	A			G06F-000/00	Based on patent WO 9855908
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Abstract (Basic): WO 9855908 A

Results obtaining apparatus can be implemented as software on a conventional computer system (150) and a processor (160) retrieves and executes software instructions stored in storage (162), also storing data, while a computer disc drive (164) or other non-volatile storage also stores data or software instructions. Storage (164) can provide longer term storage of instructions and data with storage (162) providing shorter term storage.

An output (168), I.e. a display or printer, allows information to be provided to a user for use as instructions, data etc. and a storage input device (170), I.e. a floppy or CD-ROM disc drive, accepts computer programme products (174) via an input (172). Each product has a computer readable code device (176), such as magnetic charges or optical encoding, to configure the computer system to operate as required.

USE - Control of computer software by other computer software
ADVANTAGE - Carrying out all sub-tasks without requirement of centralised management arrangement

Dwg.2a/10

Title Terms: OBTAIN; RESULT; MULTIPLE; COMPUTER; APPLY; RETRIEVAL; OBJECT;
QUEUE; APPLY; AVAILABLE; OPERATE; CHANGE; EXECUTE; FLOW; INSTRUCTION;
ACCORD; SPECIFIED; CONDITION; OUTPUT; RESULT

Derwent Class: T01

International Patent Class (Main): G06F-000/00

File Segment: EPI

9/5/18 (Item 16 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011669591 **Image available**

WPI Acc No: 1998-086500/199808

XRPX Acc No: N98-068770

Shared storage medium with ready queue and staging queue - storing object segments 2 to N with private key in staging queue, and storing object segment 1 and public and private keys in ready queue, where private key is available to all applications

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Inventor: BAHLS J W; DENNY G S; HANNAN R G; MANSKER J L; NAYLOR B E;

PATTERSON B J; STOOB S L; TSE J Y; VAKKALAGADDA A V

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
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US 5706513 A 19980106 US 95508826 A 19950728 199808 B

Priority Applications (No Type Date): US 95508826 A 19950728

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5706513	A		16	G06F-017/30	

Abstract (Basic): US 5706513 A

To store a data object, whether the data object is larger than available storage capacity of a working storage associated with an application is first determined. If the data object is larger than available storage capacity of the working storage, then a private key for the data object is generated. The application then divides the data object into N segments, and causes segments 2 through N to be stored in the staging queue via the working storage. The private key is stored with each of segments 2 through N in the staging queue. Then, the application causes segment 1 of the data object, the public key, and the private key to be stored in the ready queue. To retrieve a data object, an application causes a record having a public key stored therein to be retrieved from the ready queue. Stored in the record are at least a portion of a data object and a private key. The application determines whether any segments of the data object are stored on the staging queue. If one or more segments of the data object are stored on the staging queue, then the application causes any records having the private key stored within them to be retrieved from the staging queue in the order in which the records were stored on the staging queue.

Dwg.1/8

Title Terms: SHARE; STORAGE; MEDIUM; READY; QUEUE; STAGE; QUEUE; STORAGE; OBJECT; SEGMENT; N; PRIVATE; KEY; STAGE; QUEUE; STORAGE; OBJECT; SEGMENT; PUBLIC; PRIVATE; KEY; READY; QUEUE; PRIVATE; KEY; AVAILABLE; APPLY

Derwent Class: T01

International Patent Class (Main): G06F-017/30

File Segment: EPI

9/5/19 (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011669590 **Image available**

WPI Acc No: 1998-086499/199808

XRPX Acc No: N98-068769

Computer program product for enabling processor to interact with shared storage medium comprising ready queue and staging queue - storing object segments 2 to N in staging queue with private key, storing object segment 1 and public and private keys in ready queue, where private key is available to all applications

Patent Assignee: INT BUSINESS MACHINES CORP (IBM)

Inventor: BAHLS J W; DENNY G S; HANNAN R G; MANSKER J L; NAYLOR B E;

PATTERSON B J; STOOB S L; TSE J Y; VAKKALAGADDA A V

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5706512	A	19980106	US 95508547	A	19950728	199808 B

Priority Applications (No Type Date): US 95508547 A 19950728

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5706512	A		14	G06F-017/30	

Abstract (Basic): US 5706512 A

The computer program product comprises a computer-useable medium having computer program logic recorded on it for enabling a processor in a computer system to interact with a shared storage medium comprising a ready queue is described and a staging queue. The computer program logic enables the processor to determine whether a data object

is larger than available storage capacity of a working storage associated with an application. A public key is associated with the data object and is available to all applications.

If it is determined that the data object is larger than available storage capacity of the working storage, then the computer program product enables the processor to generate a private key for the data object, enables the processor to divide the data object into N segments, enables the processor to cause segments 2 through N of the data object to be stored in the staging queue via the working storage, the private key is also stored with each of the segments 2 through N in the staging queue, and enables the processor to cause segment 1 of the data object, the public key, and the private key to be stored in the ready queue. The private key becomes available to all applications once stored in the ready queue.

Dwg.1/8

Title Terms: COMPUTER; PROGRAM; PRODUCT; ENABLE; PROCESSOR; INTERACT; SHARE; STORAGE; MEDIUM; COMRISE; READY; QUEUE; STAGE; QUEUE; STORAGE; OBJECT; SEGMENT; N; STAGE; QUEUE; PRIVATE; KEY; STORAGE; OBJECT; SEGMENT; PUBLIC; PRIVATE; KEY; READY; QUEUE; PRIVATE; KEY; AVAILABLE; APPLY

Derwent Class: T01

International Patent Class (Main): G06F-017/30

File Segment: EPI

9/5/20 (Item 18 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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011129934 **Image available**

WPI Acc No: 1997-107858/199710

XRPX Acc No: N97-089260

Item or document routing method within computer system - involves producing action list containing list of routing actions available to application in response to selection gesture implemented by pointing device

Patent Assignee: APPLE COMPUTER INC (APPY)

Inventor: CAPPS S P; FOSTER G S; MEIER J R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5596697	A	19970121	US 93130049	A	19930930	199710 B

Priority Applications (No Type Date): US 93130049 A 19930930

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5596697	A		30	G06F-015/00	

Abstract (Basic): US 5596697 A

The method involves running an application on the processor. The application has a document associated that is to be routed. An action list is produced in response to a selection gesture implemented by a pointing device. The action list contains a list of routing actions available to the application. A routing action is selected for the document from the list of routing actions.

Subsequent to the selection, the document is transferred to an out box in communication with a number of ports. The out box has a number of different groups and is arranged to associate the document with one of the different groups based on the selected routing action. The routing action is performed on the document via the out box.

ADVANTAGE - Provides considerable flexibility to routing process by remaining independent of computer systems applications.

Dwg.11/16

Title Terms: ITEM; DOCUMENT; ROUTE; METHOD; COMPUTER; SYSTEM; PRODUCE; ACTION; LIST; CONTAIN; LIST; ROUTE; ACTION; AVAILABLE; APPLY; RESPOND; SELECT; IMPLEMENT; POINT; DEVICE

Derwent Class: T01
International Patent Class (Main): G06F-015/00
File Segment: EPI

9/5/21 (Item 19 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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008285987 **Image available**
WPI Acc No: 1990-172988/199023
XRPX Acc No: N90-134533

Data input and output control in operating system - operates two programs in parallel with output of one being used directly as input of other

Patent Assignee: FUJITSU LTD (FUIT)
Inventor: SONOBE M
Number of Countries: 007 Number of Patents: 009
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 371619	A	19900606	EP 89311252	A	19891031	199023 B
CA 2001865	A	19900430				199026
AU 8943948	A	19900719				199037
EP 371619	A3	19920923	EP 89311252	A	19891031	199339
KR 9205606	B1	19920709	KR 8915768	A	19891031	199404
CA 2001865	C	19940920	CA 2001865	A	19891031	199438
US 5404520	A	19950404	US 89429612	A	19891031	199519
			US 9355763	A	19930503	
EP 371619	B1	19970205	EP 89311252	A	19891031	199711
DE 68927753	E	19970320	DE 627753	A	19891031	199717
			EP 89311252	A	19891031	

Priority Applications (No Type Date): JP 88273342 A 19881031

Cited Patents: NoSR.Pub; 2.Jnl.Ref

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 371619	A				
Designated States (Regional): DE FR GB					
US 5404520	A	38		G06F-013/00	Cont of application US 89429612
EP 371619	B1 E	45		G06F-009/46	
Designated States (Regional): DE FR GB					
DE 68927753	E			G06F-009/46	Based on patent EP 371619
KR 9205606	B1			G06F-003/14	
CA 2001865	C			G06F-009/312	

Abstract (Basic): EP 371619 A

In the computer system an input and output parallel control unit (61) is provided to permit two programs to operate in parallel with one producing an output file used as input to the other. The two programs can be designated as a 'pair' by any program. When one of the programs writes to an output file, the data is stored in main memory (52) and the second program is permitted to open the same file for reading. The data output by the first program can be held only in main memory and is immediately available to its input partner. Data transfer may be on a character or record basis.

If either program fails, the other is automatically terminated.

USE/ADVANTAGE - Permits results of pair of **programs** to be **available** in much shorter time than **waiting** for output **program** to complete followed by input program to complete. (42pp Dwg. No.7a/17)

Title Terms: DATA; INPUT; OUTPUT; CONTROL; OPERATE; SYSTEM; OPERATE; TWO; PROGRAM; PARALLEL; OUTPUT; ONE; INPUT

Derwent Class: T01

International Patent Class (Main): G06F-003/14 ; G06F-009/312 ;
G06F-009/46 ; G06F-013/00

International Patent Class (Additional): G06F-015/16

File Segment: EPI

9/5/22 (Item 20 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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008249362 **Image available**
WPI Acc No: 1990-136363/199018

Detecting occupation of data line - checks line program operation,
line operation time and line availability NoAbstract Dw 2/2

Patent Assignee: FUJITSU LTD (FUIT)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2084839	A	19900326	JP 88235976	A	19880920	199018 B

Priority Applications (No Type Date): JP 88235976 A 19880920
Title Terms: DETECT; OCCUPY; DATA; LINE; CHECK; LINE; PROGRAM; OPERATE;
LINE; OPERATE; TIME; LINE; AVAILABLE; NOABSTRACT
Derwent Class: T01; W01
International Patent Class (Additional): G06F-013/00 ; H04L-011/08;
H04L-012/24; H04L-013/00; H04L-029/14; H04M-003/36
File Segment: EPI

9/5/23 (Item 21 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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007473082
WPI Acc No: 1988-107016/198816
XRPX Acc No: N88-081192

Print head movement velocity control system for dot matrix printer -
selecting velocity of print head according to characteristics of each set
of print data using microprocessor

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC); IBM CORP (IBMC)
Inventor: MALCOLM J W
Number of Countries: 006 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 264265	A	19880420	EP 87309063	A	19871014	198816 B
BR 8704473	A	19880524				198825
US 4833626	A	19890523	US 86918413	A	19861014	198924
EP 264265	B1	19930804	EP 87309063	A	19871014	199331
DE 3786871	G	19930909	DE 3786871	A	19871014	199337
			EP 87309063	A	19871014	

Priority Applications (No Type Date): US 86918413 A 19861014
Cited Patents: 1.Jnl.Ref; A3...8912; JP 60204376; No-SR.Pub; US 4037216; US
4169991; US 4261039; US 4469460

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 264265	A	E	8		
Designated States (Regional): DE FR GB IT					
US 4833626	A		7		
EP 264265	B1	E	11	G06K-015/10	
Designated States (Regional): DE FR GB IT					
DE 3786871	G			G06K-015/10	Based on patent EP 264265

Abstract (Basic): EP 264265 A

The print head controller incorporates available print head movement velocities into an application program which causes the program to select a velocity based on characteristics of the set of print data for each line of characters to be printed. As the data set for each line to be printed is buffered, this data set is scanned or

analysed against the available printer head movement velocities.

The control system selects any one of a predetermined number of different velocities of the print head and selects the highest suitable velocity. The **application program** includes code representing **available** print head movement velocities. The **line** of characters is printed according to the selected velocity.

0/6

Title Terms: PRINT; HEAD; MOVEMENT; VELOCITY; CONTROL; SYSTEM; DOT; MATRIX;
PRINT; SELECT; VELOCITY; PRINT; HEAD; ACCORD; CHARACTERISTIC; SET; PRINT;
DATA; MICROPROCESSOR

Derwent Class: P75; T04

International Patent Class (Main): G06K-015/10

International Patent Class (Additional): B41J-002/22; B41J-003/12;

G06F-003/12

File Segment: EPI; EngPI

10/5/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012315216 **Image available**
WPI Acc No: 1999-121322/199910
XRPX Acc No: N99-088522

**Skills based scheduling method e.g. for telephone call centre -
facilitating true skill based scheduling of agents in telephone call
centre using simulation tool to predict what fraction of scheduled
agents from each skill group will be available to each call type during
each time interval**

Patent Assignee: IEX CORP (IEXI-N)
Inventor: CROCKETT G B; **LEAMON P H**
Number of Countries: 021 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9903248	A2	19990121	WO 98US14323	A	19980709	199910 B
US 6044355	A	20000328	US 97890228	A	19970709	200023
EP 995300	A2	20000426	EP 98935600	A	19980709	200025
			WO 98US14323	A	19980709	

Priority Applications (No Type Date): US 97890228 **A 19970709**

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9903248	A2	E	35	H04M-000/00	

Designated States (National): CA

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU
MC NL PT SE

EP 995300 A2 E H04M-001/72 Based on patent WO 9903248

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI
LU MC NL PT SE

US 6044355 A G06F-017/30

Abstract (Basic): WO 9903248 A

The method involves generating net staffing data per call type defining, for each time interval to be scheduled, an estimate of a difference between a given staffing level and a staffing level needed to meet a current call handling requirement. Skills group availability data per call type is generated defining, for each combination of skill group and time interval to be scheduled, an estimate of a percentage of scheduled agents from each skill group that are available to handle a call.

The net staffing data and the skills group availability data are used to generate a schedule for each of the number of scheduled agents. A call handling simulation is run against the schedule. The net staffing data and the skills availability data are run as a result of the call handling simulation, and the steps are repeated until a given event occurs. The given event is a determination that the schedule meets some given acceptance criteria. The given acceptance criteria includes an acceptable call handling performance level and an acceptable staffing level. The given event is a passage of a set period of time.

ADVANTAGE - Facilitates skills based scheduling of agents in call centre using simulation tool to predict what fraction of scheduled agents from each skill group will be available to each call type during each time interval being scheduled.

Dwg.2/7

Title Terms: SKILL; BASED; SCHEDULE; METHOD; TELEPHONE; CALL; CENTRE;
FACILITATE; TRUE; SKILL; BASED; SCHEDULE; AGENT; TELEPHONE; CALL; CENTRE;
SIMULATE; TOOL; PREDICT; FRACTION; SCHEDULE; AGENT; SKILL; GROUP;
AVAILABLE; CALL; TYPE; TIME; INTERVAL

Derwent Class: W01

International Patent Class (Main): G06F-017/30; H04M-000/00; H04M-001/72

International Patent Class (Additional): H04M-003/50

File 344:Chinese Patents Abs Aug 1985-2003/Apr
(c) 2003 European Patent Office
File 347:JAPIO Oct 1976-2003/Jun(Updated 031006)
(c) 2003 JPO & JAPIO
File 350:Derwent WPIX 1963-2003/UD,UM &UP=200370
(c) 2003 Thomson Derwent
File 348:EUROPEAN PATENTS 1978-2003/Oct W04
(c) 2003 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20031030,UT=20031023
(c) 2003 WIPO/Univentio
?ds

Set	Items	Description
S1	10	AU='LEAMON P H':AU='LEAMON R'-
S2	4	S1 AND WORKFORCE?
?		

2/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014030606 **Image available**
WPI Acc No: 2001-514820/200156
XRPX Acc No: N01-381326

Call allocating and scheduling method for telephone network, involves
assigning allocation data for distributing calls and agents, depending on
call variety

Patent Assignee: IEX CORP (IEXI-N)
Inventor: LEAMON P H
Number of Countries: 088 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200161594	A2	20010823	WO 2001US40109	A	20010214	200156 B
AU 200147970	A	20010827	AU 200147970	A	20010214	200176
EP 1257956	A2	20021120	EP 2001920977	A	20010214	200301
			WO 2001US40109	A	20010214	

Priority Applications (No Type Date): US 20000504330 A 20000214

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200161594 A2 E 42 G06F-017/60

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
SL TJ TM TR TT UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OR PT SD SE SL SZ TR TZ UG ZW

AU 200147970 A G06F-017/60 Based on patent WO 200161594

EP 1257956 A2 E G06F-017/60 Based on patent WO 200161594

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

Inventor: LEAMON P H

Abstract (Basic):

... The figure shows the call center workforce environment...

2/3,K/2 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01342991

METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE
CONTACT CENTER ENVIRONMENT

SYSTEM UND VERFAHREN FUR EINE AUF FAHIGKEITEN BASIERTE ARBEITS- UND
ZEITPLANUNG IN DER UMGEBUNG EINER ANRUFEZENTRALE

PROCEDE ET SYSTEME DE PLANIFICATION ET D'ORDONNANCEMENT FONDES SUR LES
QUALIFICATIONS DANS UN ENVIRONNEMENT DE CENTRE DE CONTACT DES EFFECTIFS

PATENT ASSIGNEE:

IEX CORPORATION, (1500522), 2425 N. Central Expressway, Richardson, TX
75080-2736, (US), (Applicant designated States: all)

INVENTOR:

LEAMON, Paul, H. , 6113 Wildwood Drive, Collin County, Mc Kinney, TX
75070, (US)

LEGAL REPRESENTATIVE:

Harrison Goddard Foote (101454), Orlando House 11c Compstall Road Marple
Bridge, Stockport SK6 5HH, (GB)

PATENT (CC, No, Kind, Date): EP 1257956 A2 021120 (Basic)

WO 2001061594 010823

APPLICATION (CC, No, Date): EP 2001920977 010214; WO 2001US40109 010214

PRIORITY (CC, No, Date): US 504330 000214

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

**METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE
CONTACT CENTER ENVIRONMENT**

INVENTOR:

LEAMON, Paul, H ...

2/3,K/3 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00982513 **Image available**

METHOD FOR FORCASTING AND MANAGING MULTIMEDIA CONTACTS

PROCEDE DE PREVISION ET DE GESTION DE CONTACTS MULTIMEDIA

Patent Applicant/Assignee:

IEX CORPORATION, 2425 N. Central Expressway, Richardson, TX 75080-2736,

US, US (Residence), US (Nationality)

Inventor(s):

SARLAY John David, 211 N. Edgefield Avenue, Dallas, TX 75208, US,

LEAMON Paul Harold , 6113 Wildwood Drive, McKinney, TX 75070, US,

HERBERT Meghan, 2220 Canton Street, #103, Dallas, TX 75201, US

Legal Representative:

CARR Gregory W (et al) (agent), Carr Law Firm, LLP, 900 Jackson Street,

Suite 670, Dallas, TX 75202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200312590 A2-A3 20030213 (WO 0312590)

Application: WO 2002US24237 20020730 (PCT/WO US0224237)

Priority Application: US 2001919302 20010731

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7555

Inventor(s):

... LEAMON Paul Harold

Fulltext Availability:

Detailed Description

Detailed Description

... 122.

In one embodiment of the present invention, the central processing computer 120 comprises a **workforce** management system (WMS) 126, such as the TotalView® Corporation. The WMS 126 integrates many management functions, such as **workforce** forecasting and scheduling, skill planning and scheduling, multimedia contact management, real-time schedule adherence, and...

2/3,K/4 (Item 2 from file: 349)

00828051 **Image available**

**METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE
CONTACT CENTER ENVIRONMENT**

**PROCEDE ET SYSTEME DE PLANIFICATION ET D'ORDONNANCEMENT FONDES SUR LES
QUALIFICATIONS DANS UN ENVIRONNEMENT DE CENTRE DE CONTACT DES EFFECTIFS**

Patent Applicant/Assignee:

IEX CORPORATION, 2425 N. Central Expressway, Richardson, TX 75080-2736,
US, US (Residence), US (Nationality)

Inventor(s):

LEAMON Paul H , McKinney, TX, US

Legal Representative:

CARR Gregory W (et al) (agent), Carr & Storm, L.L.P., 900 Jackson Street,
670 Founders Square, Dallas, TX 75202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200161594 A2 20010823 (WO 0161594)

Application: WO 2001US40109 20010214 (PCT/WO US0140109)

Priority Application: US 2000504330 20000214

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE

ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT

UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 14237

**METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE
CONTACT CENTER ENVIRONMENT**

Inventor(s):

LEAMON Paul H ...

Fulltext Availability:

Detailed Description

Detailed Description

METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING

IN A WORKFORCE CONTACT CENTER ENVIRONMENT

BACKGROUND OF THE INVENTION

Technical Field

The present invention relates generally to...

...types for another part of time.

There remains a need in the art to provide **workforce** management systems
for planning and managing call center environments in which agents have
unique skill...

...INVENTION

The present invention describes a process for skills-based planning and
scheduling in a **workforce** environment such as a telephone call center.
The planning process includes creating a forecast, and...t,6919/10 OAAL
Figure 1 is a simplified i-. lustration of a call center **workforce**
environment wherein a set of Business Units are used to plan the
allocation of incoming...

...center operations is presumed. In such operations, it is desired to
plan, schedule and manage **workforce** personnel in an environment in
which there is a varying workload by time of day...

...event" is an incoming call to the center. It is known to provide

so-called " **workforce** " management systems that generate forecasts of call volumes and call handling times based on historical...

...No. 5,325,292, which patent is assigned to the assignee of this application.

The **workforce** management process is an iterative one. The first step is planning, which includes the creation...

?